2002-2003

Annual Report

ALBERTA GOVERNMENT SERVICES

2002-2003

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Preface

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Government Accountability Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 24 ministries.

The annual report of the Government of Alberta released June 24, 2003 contains the Minister of Finance's accountability statement, the consolidated financial statements of the province and a comparison of the actual performance results to desired results set out in the government's business plan, including the *Measuring Up* report.

This annual report of the Ministry of Government Services contains the Minister's accountability statement, the audited financial statements of the ministry and a comparison of actual performance results to desired results set out in the ministry business plan. This ministry annual report also includes other financial information as required by the *Financial Administration Act* and *Government Accountability Act*, either as separate reports or as a part of the financial statements, to the extent that the ministry has anything to report.

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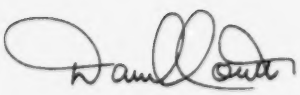
Minister's Accountability Statement

The ministry's annual report for the year ended March 31, 2003 was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as at September 2, 2003 along with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.



David C. Coutts
Minister of Government Services

September 2, 2003

Message from the Minister

Over the past year, Government Services has made some exciting advances in both products and program delivery, demonstrating our ongoing commitment to service excellence. Whether Albertans were registering their vehicles, renewing their driver's licence, buying and selling real estate or starting a business, they were accessing services provided by this ministry.

Significant progress was made on one of our key projects, the renewal of three major registry systems: the Motor Vehicles, Land Titles and Personal Property Registries. Initiated in 2002-03, the multi-year renewal of these systems will enable Government Services to continue provision of secure, timely and accessible services, as well as enhance the ability to provide new products and more convenient access. Our aim is to continue to provide Albertans with leading edge and advanced service delivery.

Another major initiative was planning and preparing for the implementation of a fundamentally redesigned, more secure driver's licence. During 2003-04, we will roll out the new licences, providing Albertans with the most secure driver's licence in North America. Features embedded within the card's design also support our efforts to deal with consumer issues such as identity theft. In addition, the new production process will support the development of cards to meet the future needs of other ministries.

In continuing to promote an Alberta marketplace that remains fair to businesses and consumers alike, we made strides in ensuring our legislation remains current and responsive to the changing environment. From working to enhance the regulation of electricity and natural gas direct marketers, to consulting with over 1,200 stakeholders on the review of the *Residential Tenancies Act*, ministry staff take pride in ensuring the interests of Alberta consumers are protected and their concerns are addressed. Beyond legislation, our effective consumer investigation and enforcement initiatives included more than 2,000 investigations, which resulted in $1.8 million in restitution to Albertans.

Our leadership of the Service Alberta initiative is aimed at improving Albertans' access to government and reinforces our commitment to advanced

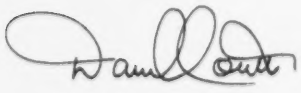
service delivery. Officially launched midway through the year, the Service Alberta Web site (www.servicealberta.ca) is already providing access to more than 1,100 informational and 30 transactional services.

Government Services played a key role supporting the Special Select Freedom of Information and Protection of Privacy Act Review Committee in developing their recommendations. We also initiated work to address the increasing concerns Albertans have raised regarding the collection and use of their personal information by businesses. In response, the ministry drafted Alberta's *Personal Information Protection Act* (PIPA) which lays out a common set of rules for the collection, use and disclosure of personal information, yet is easy to understand and implement. The legislation was to be introduced in the Spring 2003 session of the legislature.

The Alberta Corporate Service Centre (ACSC), in its provision of services to other ministries, made significant progress in enhancing customer service agreements with other ministries and measuring client satisfaction. In addition, through the consolidation, optimization and automation of processes, the Government of Alberta has realized further savings.

Throughout 2002-03, the Alberta Advantage has been evident in our robust economy resulting in increases of more than seven per cent in registry transaction volumes over the previous year. Maintaining our service levels while finding resources to address the growing demand has proved to be a challenge. However, it is a challenge that has successfully been met as evidenced by the strong client satisfaction ratings we were able to achieve while remaining within our budgeted expenditures.

As we look forward, our strong commitment to service excellence and the continued success of strategic initiatives such as the registries renewal, driver's licence upgrade and Service Alberta, leave us well positioned to continue to meet the needs and expectations of all Albertans.



David C. Coutts
Minister of Government Services

September 2, 2003

Management's Responsibility for Reporting

The Ministry of Alberta Government Services includes the Department of Government Services and the Regulatory Review Secretariat.

Executives within the ministry have the primary responsibility and accountability for the department. Collectively, they ensure that the ministry complies with all relevant legislation, regulations and policies.

Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and business plans, annual report, quarterly reports and other financial and performance reporting.

Responsibility for the integrity and objectivity of the financial statements and performance results for the ministry rests with the Minister of Government Services. Under the direction of the Minister, I oversee the preparation of the ministry's annual report, including financial statements and performance results. The financial statements and the performance results, of necessity, include amounts that are based on estimates and judgements. The financial statements are prepared in accordance with the government's stated accounting policies.

As Deputy Minister, in addition to program responsibilities, I establish and maintain the ministry's financial administration and reporting functions. The ministry maintains systems of financial management and internal control that give consideration to costs, benefits and risks that are designed to:

- Provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations and properly recorded so as to maintain accountability of public money,
- Provide information to manage and report on performance,
- Safeguard the assets and properties of the province under ministry administration,
- Provide to Executive Council, Treasury Board, the Minister of Finance and the Minister of Government Services any information needed to fulfill their responsibilities, and
- Facilitate preparation of ministry business plans and annual reports required under the *Government Accountability Act*.

In fulfilling my responsibilities for the ministry, I have relied, as necessary, on the executive of the individual entities within the ministry.

Roger Jackson
Deputy Minister
Ministry of Government Services

September 2, 2003

Overview

Ministry Entities

Minister of Government Services

Honourable David C. Coutts, Minister
Phone: (780) 415-4855, Fax: (780) 415-4853

Deputy Minister

Roger Jackson, Deputy Minister
Phone: (780) 427-0621, Fax: (780) 427-0902

Licensing, Registry and Consumer Services

- Supports a fair and effective marketplace for consumers and businesses and ensures the delivery and accessibility of registry and licensing services.
- Contact: Laurie Beveridge, Assistant Deputy Minister
  Phone: (780) 427-4095, Fax: (780) 422-0818, E-mail: laurie.beveridge@gov.ab.ca

Service Alberta

- Leads a cross-ministry initiative to make it easier for Albertans to obtain information and services from their government. When fully implemented, Service Alberta will provide one-stop shopping for government services through the Internet, telephone, fax, mail or in person – whatever route Albertans prefer.
- Contact: Wilma Haas, Managing Director
  Phone: (780) 415-6090, Fax: (780) 422-8151, E-mail: wilma.haas@gov.ab.ca
  Web site: www.servicealberta.ca

Information Management, Access and Privacy

- Co-ordinates the government-wide administration of the *Freedom of Information and Protection of Privacy (FOIP) Act* and provides support to government ministries, agencies and local public bodies who are required to comply with the act. Assists ministries across government in managing their information resources.
- Contact: Tom Thackeray, Executive Director
  Phone: (780) 415-5852, Fax: (780) 427-1120, E-mail: tom.thackeray@gov.ab.ca

Alberta Corporate Service Centre

- Provides administration, finance, human resource and information technology support services across government.
- Contact: Dave Rehill, Chief Executive Officer
  Phone: (780) 415-6078, Fax: (780) 415-6091, e-mail: dave.rehill@gov.ab.ca

Ministry Support Services

- The Senior Financial Officer provides business planning, budgeting and financial reporting services.
- The Chief Information Officer provides direction for information technology initiatives.
- The Public Affairs Bureau and internal resources jointly provide communication services.
- The Director of Human Resources provides strategic human resource services.
- Strategic administration services are provided through a shared services arrangement with Alberta Municipal Affairs.
- Legal services are provided by Alberta Justice.
- Contact: Deputy Minister's Office
  Phone: (780) 427-0621, Fax: (780) 427-0902, e-mail: government.services@gov.ab.ca

Regulatory Review Secretariat

- Promotes the review of all provincial regulations with the intent of eliminating unnecessary and irrelevant regulations and compliance steps and enhancing the regulatory environment.
- Chaired by Richard Magnus, MLA, Calgary North Hill
- Contact Vera Fedor
  Phone: (780) 422-1736
  Fax: (780) 415-4860
  E-mail: vera.fedor@gov.ab.ca

Operational Overview

Alberta Government Services continues to grow and evolve to meet the changing needs of all Albertans. The Alberta Advantage attracts people from across Canada and the Alberta economy has proven comparatively resilient to economic forces. As a result, there are growing numbers of Albertans buying homes, registering newborn Albertans, starting small businesses, applying for driver's licences, registering vehicles or seeking information on consumer protection. Alberta Government Services is committed to meeting the needs of these Albertans as outlined in its vision statement:

> *"Advanced delivery of government services for Albertans."*

The ministry's commitment to its clients is outlined in its mission statement:

> *"Serving Albertans by providing effective access to government information and services, protecting privacy and promoting a fair marketplace."*

To achieve its vision and mission, the ministry engages in two core businesses:

1. Support a fair and effective marketplace in Alberta by providing licensing and registry services and promoting consumer protection.
2. Lead service improvement initiatives on behalf of the Government of Alberta to improve Albertans' access to government, ensure protection of privacy and streamline common ministry program support processes.

Core Business 1 – Consumer and Registry Services

The first core business is to provide a variety of licensing, registry and consumer protection services to Albertans. In support of a fair and effective marketplace, the ministry processed more than 35 million licensing and registry transactions. These transactions – registering a car, licensing a new business, searching a land title or providing information on driver's records, supported the general public, businesses, other government ministries and law enforcement agencies.

Licensing and registry services are delivered through innovative ways including private sector partnerships, government offices and Internet access. These services underpin a prosperous economy and the ministry strives to ensure that they are accessible, secure, accurate and provided at a reasonable cost.

The other important aspect of this core business is the promotion of consumer protection. A fair and effective marketplace ensures a thriving entrepreneurial economy while protecting consumers. To this end, the ministry provides

educational services to consumers and businesses about fair business practices and undertakes enforcement of the *Fair Trading Act* and other consumer protection legislation. The ministry also communicates with other jurisdictions, both nationally and internationally, so that potential marketplace issues may be proactively identified and resolved.

Core Business 2 – Service Improvement Initiatives

The second core business reflects service improvement initiatives on behalf of the Government of Alberta to improve Albertans' access to services, ensure protection of their privacy and to streamline government support processes.

A key program is the Service Alberta initiative, which enables Albertans to access government information and services in a secure environment, when and how they want. Government Services is championing this leading-edge initiative in co-operation with other ministries.

Another ministry function is the Alberta Corporate Services Centre (ACSC). ACSC's goal is to deliver first class support services to the Government of Alberta. This is achieved by developing innovative and economical ways of delivering finance, administration, human resources and information technology services that are responsive to the needs of the various ministries.

In addition, the ministry promotes effective access to information and protection of privacy. This is achieved through administering the *Freedom of Information and Protection of Privacy* (FOIP) Act and assisting ministries with information management. Support is also provided to provincial ministries in simplifying their current regulations and eliminating those deemed no longer necessary.

Support for Government of Alberta (GOA) Goals

The core businesses and associated ministry programs directly support the following Government of Alberta goals:

Prosperous economy – The ministry's consumer services legislation supports consumer and business confidence and helps to ensure a fair and growing marketplace for Alberta. A prosperous economy is also supported through the registration of Albertans' interests, whether purchasing a vehicle or land, acquiring a loan or starting a business.

Effective and efficient infrastructure – The infrastructure of Government Services' information systems is being renewed to ensure that service delivery, client access and information security are maintained at the levels expected by Albertans and needed to meet the growing needs of the province. Information

from the ministry's registry systems plays an important role in supporting program legislation and service delivery in other ministries, municipalities and law enforcement agencies.

Financially stable, open and accountable government – The Service Alberta initiative led by Government Services aims to enhance Albertans' access to government information and services whether through the Service Alberta Web site or by phone, fax, mail or in person.

Government Services also works to improve the efficiency and cost effectiveness of the government's administrative services through a shared service model. The Alberta Corporate Services Centre (ACSC) is committed to providing high quality services to government in a cost-effective manner through innovative resource management.

The ministry also supports the goal of government accountability by improving information management and by providing Albertans with access to information while protecting their privacy.

Safe place to live and raise families – With emerging issues like identity theft and the potential for global terrorism, the need for secure personal identification and documentation is clear. Government Services has completed plans to implement a secure driver's licence for Alberta beginning in 2003-04. It will be the most secure document of its type in North America.

In addition to this initiative, our ongoing promotion of consumer protection within the province supports this government-wide goal. Our legislative framework and consumer education, investigative and enforcement activities are often targeted to those who are most vulnerable in our society – seniors, youth, etc. The ministry's registry information is a critical resource for law enforcement and transportation safety initiatives. Together, these activities help to ensure the safety and stability of Alberta's communities.

Well cared for and healthy children – Our registry systems support the provincial maintenance enforcement program for children and their families. As well, the Vital Statistics registry provides secure and accurate records of Albertans' life events (e.g., birth records). ■

Performance Highlights

Now in its fourth year, the ministry continues to demonstrate its commitment to customer service excellence while achieving the goals established in its business plan.

Client satisfaction ratings remained very high for licensing and registration services, resulting in the ministry not only meeting, but significantly increasing performance ratings for the second year in a row. At the same time, associated fees were kept competitive with national averages.

Albertans were also extremely satisfied with consumer education and investigative services. Client satisfaction with services provided by the Call Centre rose this year, despite the increased complexity of consumer issues in today's marketplace.

In leading service improvement initiatives on behalf of the Government of Alberta, the ministry continued to improve Albertans' access to government, ensure protection of privacy for citizens and identified additional opportunities to streamline costs and support processes. In less than a year since the launch of the new Service Alberta Web site, Albertans indicated a high level of satisfaction with their access to government information and services through the Internet. Almost 600 new informational services were offered through the Service Alberta Web site this year, far exceeding the target of 50 new services.

Cost efficiencies were realized through the efforts of the Alberta Corporate Service Centre and service agreements are in place with ministries throughout the government. Requests for access to information under FOIP increased this year, while client satisfaction targets were essentially met. Ongoing streamlining of the province's regulatory system has occurred with 97 per cent of pre-1996 regulations reviewed to date. The Regulatory Review Secretariat continues to work with ministries to promote the completion of this initiative.

In addition to its success in meeting performance targets, the ministry had a number of other accomplishments:

- Began work on a five-to-seven year plan to renew three key registry systems: Personal Property Registry; Land Titles Registry; and Motor Vehicles Registry. As identified in our business plan, this vital project is a critical component in the continued delivery of registry and licensing services to Albertans.
- Completed plans for the implementation of a more secure driver's licence for Alberta. A new licence design was developed and approved, system changes and interfaces were completed, a vendor selected to provide card production and distribution and necessary hardware and software acquired – all in time to begin issuing cards in mid-2003-04.

- Expanded the *Electricity Marketing Regulation* to deter unethical sales and marketing practices. The regulation extends consumer cancellation rights and clarifies contract commencement dates, thereby addressing consumer needs in newly restructured electricity markets. The ministry also worked closely with the Alberta Department of Energy on the Task Force on Consumer Billing Issues to address consumer concerns raised on electricity billing. Recommendations were developed to simplify electricity billing, improve customer service, promote more accurate meter readings and penalize suppliers for unreasonable billing errors.
- Filed regulations to address consumer concerns on the business practices of travel clubs in Alberta. The new regulations introduced licensing, bonding and code of conduct requirements for travel clubs and enhanced cancellation rights for consumers.
- Developed Alberta's *Personal Information Protection Act* (PIPA) in co-operation with other jurisdictions to protect personal information held by the private sector. The new legislation ensures that information provided by Albertans in the course of doing business will be protected, while providing a simpler and easier framework for businesses in Alberta to follow.

Further details of these and other accomplishments are provided in the Results Analysis section. ■

Financial Highlights

Results of Operations

The following exhibit illustrates our financial performance for the year.

2002-03 Financial Analysis
($000)

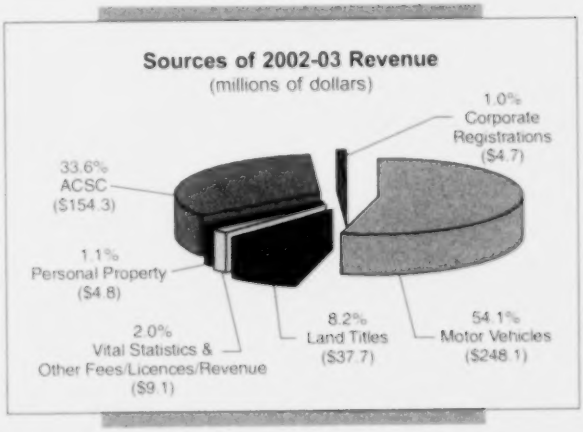
	Authorized Budget	Actuals	Variance
Revenue	460,509	458,713	(1,796)
Expenditures			
Operating Expense	219,451	220,828	(1,377)
Capital Expenditure	10,839	6,329	4,510
Statutory Expense	549	474	75
Total Expenditures	**230,839**	**227,631**	**3,208**

Revenues

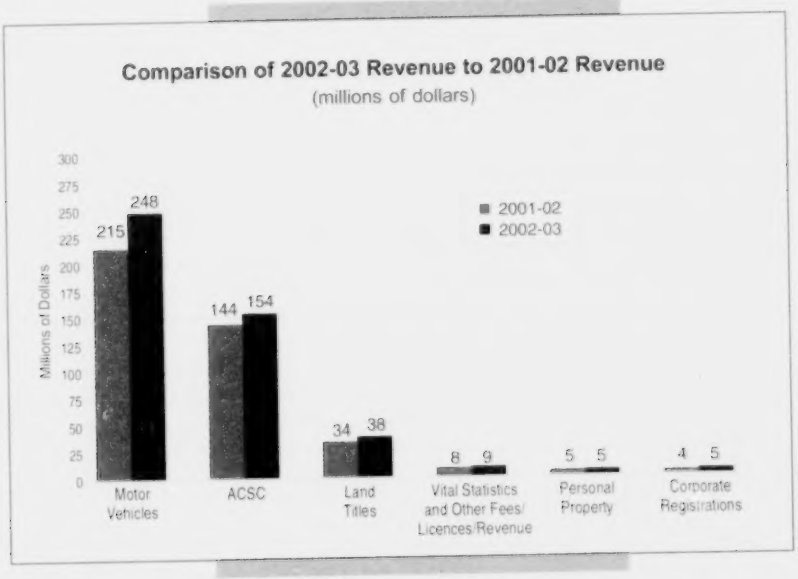
The ministry's primary sources of revenue are from fees and licences relating to the following:

- Motor Vehicles,
- Land Titles and related services,
- Personal Property,
- Corporate Registrations (*Business Corporations Act*), and
- Vital Statistics.

The amount of revenue collected is dependent upon factors such as the economic health of the province and changes in population. These factors impact the volume of sales and in some cases the amount of the fee charged. For example, fees for registration of land titles are based on the value of the real estate or mortgage.


Sources of 2002-03 Revenue
(millions of dollars)
1.0% Corporate Registrations ($4.7)
33.6% ACSC ($154.3)
1.1% Personal Property ($4.8)
2.0% Vital Statistics & Other Fees/Licences/Revenue ($9.1)
8.2% Land Titles ($37.7)
54.1% Motor Vehicles ($248.1)

Another source of revenue is for services provided by ACSC. ACSC bills ministries on a cost-recovery basis for finance, human resources, information technology and administration services.



The majority of the ministry's fees and licences revenue was generated through the sale of registrations, licensing and search services associated with the Motor Vehicle Registry, the largest of the five registries. Services are delivered through 226 neighbourhood registry agents across the province. As well, some services are now offered online through the Internet.

Motor vehicle-related revenues increased by $33 million over 2001-02 due to approximately 325,000 more transactions and fee increases for operator licences and vehicle registrations.

Land Titles registration and searches services generated $37.7 million. Government offices in Edmonton and Calgary provide examination and registration-related services while registry agents provide land title searches, historical searches and certified copies of land titles. In addition, Registries On-line provides businesses with an opportunity to conduct online searches through a subscription service.

Land Title revenues increased by $3.8 million over 2001-02 as a result of escalating property values and increases in the volume of land-related transactions. The Land Titles Registry processed 111,000 more registrations and 404,000 more searches than in the prior year.

A further $4.8 million of revenue comes from the Personal Property Registry, which provides online registration and search services for claims against personal property. The term "personal property" is used to describe consumer goods such as motor vehicles, household and personal items, industrial or farming equipment and aircraft. It also includes property other than land, chattel

paper, securities and documents of title, instruments, money or intangibles. Services related to this registry are delivered by the Registry Agent Network as well as through Registries On-line.

Revenue from these registrations and searches had a moderate increase of $0.1 million over 2001-02. The increase is a result of more than 24,000 more registrations and 36,000 more searches over the prior year.

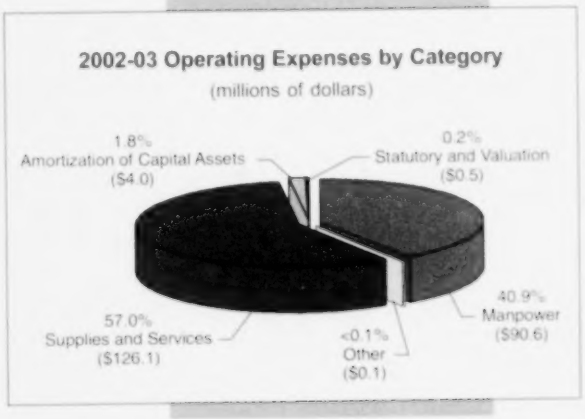
The *Business Corporations Act* guides the incorporation and registration of all corporations, business names and extra-provincial corporations. These services are provided by authorized service providers, including registry agents, law firms, accounting firms and search houses. Revenues increased $0.3 million over 2001-02 and represent $4.7 million of the ministry's 2002-03 fees and licence revenue.

An additional $9 million in revenue is generated through various other fees and licences including marriage licences, certificates for key event data such as births, deaths, adoptions and name changes, as well as business licences. Revenue associated with the sale of registry-related online search products, as well as other miscellaneous revenue (e.g., surplus asset sales, interest and refunds) is also included in this category. Overall, revenue from these sources experienced a modest increase from 2001-02 ($0.6 million).

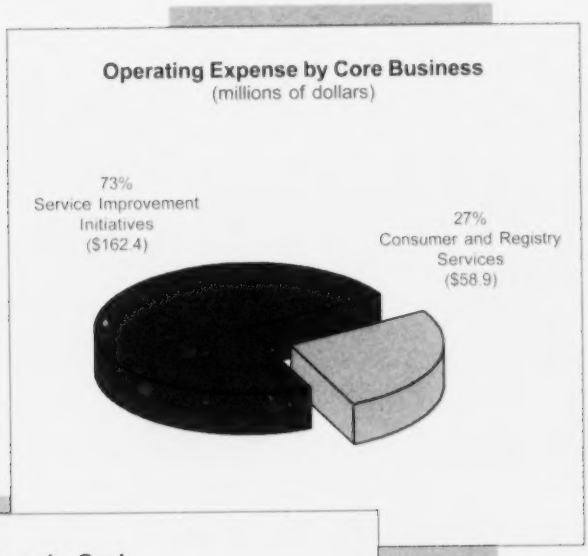
Expenses

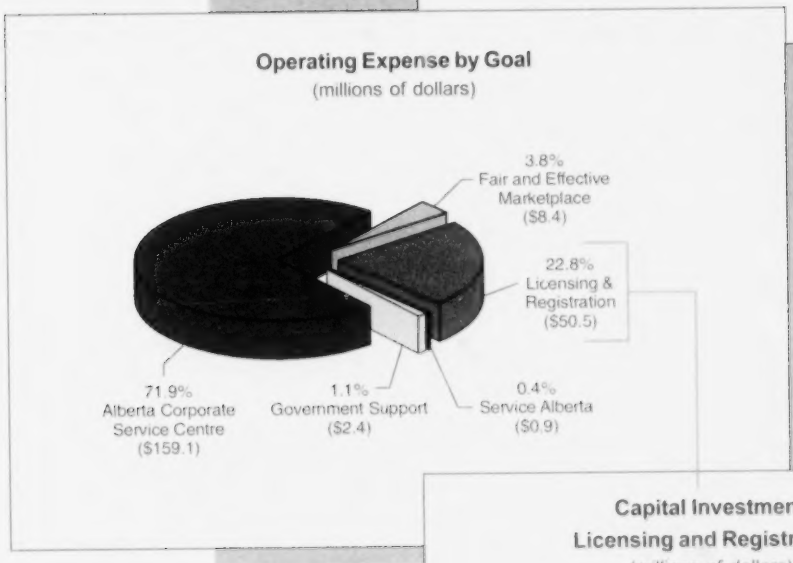
The ministry received a supplementary estimate of $4.6 million to begin work on the development of the new secure driver's licence. The majority of the expenditures pertained to acquiring the necessary equipment and modifying our motor vehicle system and processes. Ministry spending also increased due to initiating the multi-year renewal of the ministry's registry systems and as a result of increases in agreements negotiated by ACSC with service recipient ministries. A breakdown of expenses by category is shown at right.

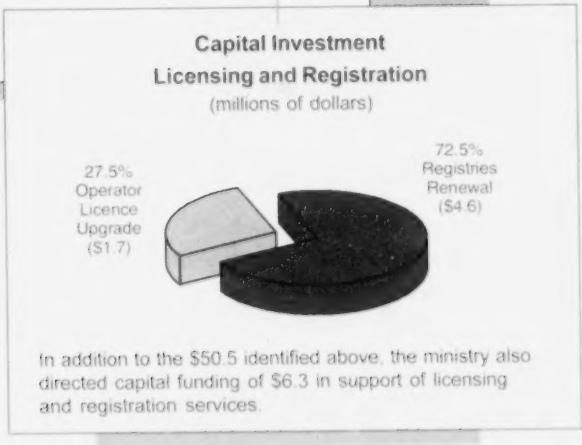
The area of greatest expense continues to be the purchase of supplies and services where more than 57 per cent of the operating budget ($126.1 million) is directed. Key expenses within this category include contracted services ($62.7 million), – mainly contracts managed by ACSC on behalf of other ministries – as well as data processing ($14.9 million) and freight and postage ($13.5 million). Manpower accounts for 41 per cent ($90.6 million), with amortization ($4 million) making up most of the balance.



2002-03 Expenses by Core Business







In addition to the $50.5 identified above, the ministry also directed capital funding of $6.3 in support of licensing and registration services.

The operating resources consumed by the ministry's two core businesses can be further broken down to each of the five goals, as illustrated on the previous page. Further details can be found in the Integrated Results Analysis section of this report.

ACSC comprised nearly 72 per cent of the ministry's 2002-03 operating expenditures. These expenditures are higher than in the previous year due to negotiated agreements between ACSC and client ministries for additional services, market increases in supplies and services and one-time or special projects and equipment purchases. The majority of these expenditures are charged back to ministries, as outlined in the revenue section.

Licensing and registration services accounted for another 22.8 per cent of operating expenditures and employ an extensive information and communication technology network to deliver more than 35 million transactions, a growth of 10 per cent from the prior year. A key component of this network is the ministry's registry systems (i.e., personal property, land titles and motor vehicles). As these systems are nearly 20 years old, the commencement of a multi-year renewal process was critical to ensure the security, reliability and performance of these systems, as well as enable new services and alternative delivery channels (e.g., electronic access to certified land title documents).

As a result of work on the Registries Renewal Initiative, the ministry is an active participant in helping Alberta Innovation and Science lead the development of Government of Alberta Enterprise Architecture standards for all new systems development. All 2002-03 milestones for the renewal initiative were achieved, including the acquisition of required hardware and software and some preparatory work on system requirements and design.

The ministry dedicated 3.8 per cent of its operating resources to promoting a fair and effective marketplace. Expenditures supported legislative, investigative and educational services to consumers and businesses.

Government support services promote the effective access to information, protection of privacy and the simplification of government regulations. Resources associated with this function represented 1.1 per cent of total operating expenses.

The final area of expenditure is Service Alberta, which equated to less than 1 per cent of total resources. Progress to improve Albertans' access to government information and services continues to be achieved on an incremental and collaborative basis with other participating ministries. ■

Key Factors Influencing Performance

Alberta's Economy

Over the past 10 years, the Alberta economy has grown at an annual rate of 4.1 per cent, the fastest rate of growth among all provinces. In 2002, Alberta surpassed British Columbia to become the third-largest economy in Canada with a GDP of about $150.5 billion. Low interest rates supported near-record housing starts and very strong consumer spending. Despite these strong economic drivers, volatile energy prices influenced the province's economic conditions and motor vehicle revenues were negatively impacted, primarily in the area of commercial vehicle registrations. However, the robust real estate market significantly increased land titles revenue and overall transactional activity for the ministry's registry systems continues to increase as economic activity, consumer demand and population grow.

Information Technology

Information systems are crucial to the ministry's ability to conduct business and serve clients. Dedicated investment in the aging Motor Vehicle, Personal Property and Land Titles computer systems is needed not only to strengthen security, but to address increased business transactions, marketplace changes and greater demand for online service delivery. As part of a multi-year renewal initiative, these systems will be redeveloped to ensure the ministry can continue to provide the level of service Albertans, other government ministries, municipalities and law enforcement agencies both expect and deserve. Systems renewal will address these pressures and reduce potential negative impacts on systems performance, turnaround time and client satisfaction.

Access to Government Services

Service Alberta aims to provide simple links for Albertans to the information and services they need. While resources were not available to commit to the development of significant new infrastructure, incremental progress continues to be made. The co-ordination of access to Government of Alberta services through the Service Alberta contact centre and Web site are examples of steps being taken to move this initiative forward.

Marketplace Complexity

Deregulation, electronic commerce and the significant growth in the Alberta economy are challenging Government Services to respond to an increasing number of complex consumer issues. The ministry's legislative framework must support a fair and changing marketplace with educated and empowered consumers. To ensure maximized results from the existing resources, a provincial investigative strategy is employed to focus on the most serious marketplace violations. In addition, the ministry collaborates with other jurisdictions to improve enforcement through information sharing and promoting harmonized legislation.

Privacy needs

Protection of privacy and the security of information held by government is increasingly a concern for Albertans. Government Services has responded by reviewing and updating the *Freedom of Information and Protection of Privacy* legislation while also moving on new legislation to protect personal information in the private sector. As well, the ministry is challenged to find new and innovative ways to ensure the continued security and privacy of its registry systems while providing ease of access to government information and services for Albertans.

Alberta Corporate Service Centre

This initiative is expected to require several years to reach its full potential as it evolves and breaks new ground in government service delivery. Progress toward initial cost savings targets for ACSC proved difficult to measure due to poor baseline demand/cost metrics and adjustments to services provided. This was compounded by the impact of salary settlements and market increases in supplies and services. ACSC remains committed to implementing more effective measurement processes to better identify total cost savings. Savings of $2.44 million were achieved in 2002-03. ■

AUDITOR GENERAL
Alberta

Report of the Auditor General on the Results of Applying Specified Auditing Procedures to Performance Measures

To the Members of the Legislative Assembly

In connection with the Ministry of Government Service's key performance measures included in the 2002-2003 *Annual Report of the Ministry*, I have:

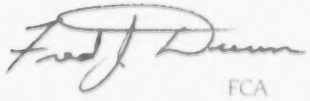
1. Agreed information from an external organization to reports from the organization, or where information is reported as not available, confirmed that the information is not available.
2. Agreed information from reports that originated within the Ministry to source reports. In addition, I tested the procedures used to compile the underlying data into the source reports.
3. Checked that the presentation of results is consistent with the stated methodology included in the appendix of the Ministry's Annual Report
4. Checked that the results presented are comparable to stated targets, and information presented in prior years.
5. Checked that the performance measures, as well as targets, agree to and include results for all of the measures presented in Budget 2002.

As a result of applying the above procedures, I found the following exceptions:

- There was no data available for three measures:
  - Goal 4 - *Percentage of performance targets in service level agreements that are met*
  - Goal 4 - *Percentage of business processes reviewed and re-engineered (approximately 200 in total)*
  - Goal 5 - *Percentage of customers satisfied with the quality of services provided*

Therefore, I was not able to complete procedures 2 to 5 above for these measures.

Procedures 1 to 5, however, do not constitute an audit and therefore I express no opinion on the performance measures included in the 2002-2003 *Annual Report of the Ministry of Government Services*.



FCA
Auditor General

Edmonton, Alberta
August 12, 2003

Results Analysis

Consumer and Registry Services

Core Business

Goal 1: Efficient licensing and registration services.

Overview

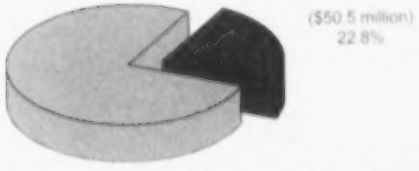
When you register a vehicle in Alberta, search for information on land titles or apply for a birth certificate, you are accessing some of the many services and products offered by Government Services. Our award-winning registration and licensing services contribute to a prosperous Alberta economy by promoting a fair and effective marketplace for both consumers and businesses.

Registration and licensing services are delivered through a variety of channels designed to meet the unique needs of Albertans. Services are offered primarily through the Registry Agent Network, 226 community-based business locations that provide registration and search services for Motor Vehicles, Personal Property, Corporate Registry and Vital Statistics. The registry agents are also able to provide some search services in the Land Titles Registry.

Registry services are also offered through Registries On-line, which provides subscribers with the ability to conduct online registration and search services in the Personal Property and Corporate Registries and search services in the Land Titles Registry. This option is ideal for businesses that conduct a high volume of transactions.

Other services are provided through the ministry's offices in Edmonton and Calgary. This includes land title registrations, motor vehicle special services, highly complex Corporate Registry filings, as well as business licensing activities. These offices are staffed to handle more technical, complex and sensitive registration needs for Alberta businesses.

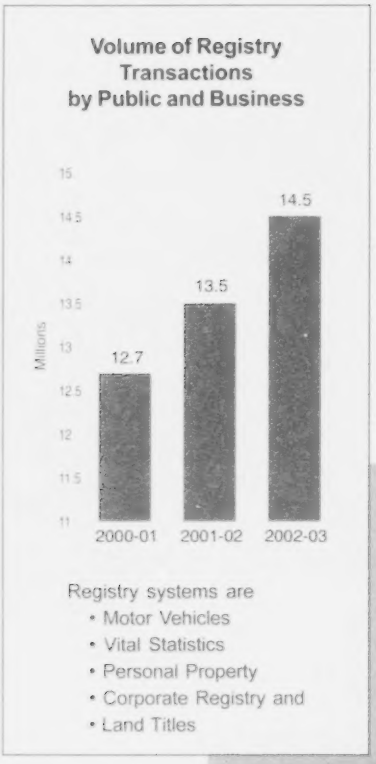
Licensing and Registration



Providing licensing and registry services and the extensive information and communication infrastructure that it requires, consumed 22.8 per cent ($50.5 million) of the ministry's 2002-03 operating budget.

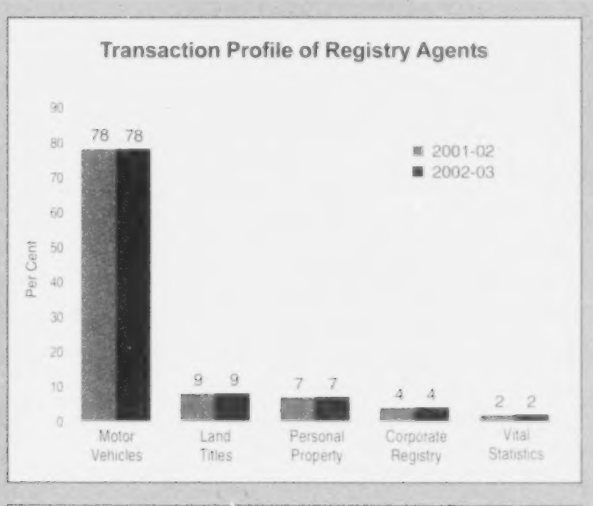
Activities/Achievements

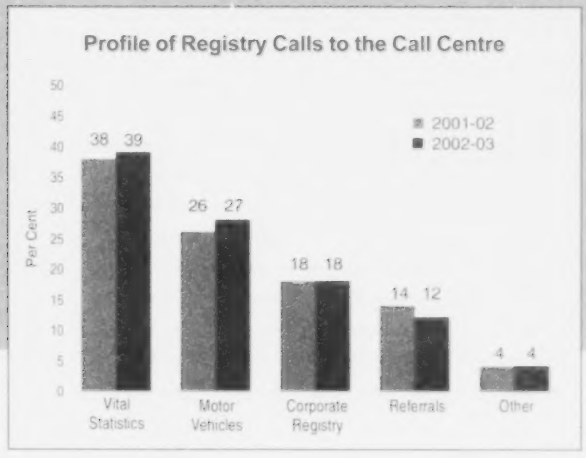
Accessible, Secure, Accurate and Reasonably Priced Information and Services.



- ✓ Processed more than 35 million transactions through the ministry's registry systems, an increase of nearly 10 per cent over last year for the general public, business community, other government ministries, municipalities and law enforcement agencies. Of this, 14.5 million transactions were for the general public and businesses, which represent a 7.4 per cent increase from the 13.5 million transactions processed in 2001-02.

- ✓ More than 47 per cent of all transactions delivered to the public by the ministry were provided by registry agents, located in nearly every city and major rural area across the province. As can be seen in the following chart, the registry agents' primary source of business continues to be transactions conducted through the Motor Vehicles Registry, which represents more than 75 per cent of all transactions.





Customer Profile: Registry Calls to the Call Centre

The Call Centre helps thousands of Albertans each year by answering their questions about registry transactions or issues. Through a random telephone survey of callers who contacted our Call Centre, we have found that callers:

- ✓ Are usually female (62 per cent);
- ✓ Are most often between the ages of 25-44 (52 per cent); and
- ✓ Tend to have some post-secondary training (62 per cent).

✓ Initiated the Registries Renewal Initiative focused on the Personal Property, Land Titles and Motor Vehicles Registry systems. This initiative is not a one-time redevelopment project, but rather an ongoing renewal process that reflects the complexity of these systems, as well as their tremendous volumes and the key role they play in serving the day-to-day needs of Albertans.

The first year of activities included:

- Consultation with stakeholders to identify the business requirements for renewal of the Personal Property Registry.
- Roll out of the first phase of renewal for Land Titles (SPIN2), which added land titles to the online search services for survey plans. Identification of business requirements for future development of the Land Titles Registry was initiated.
- Significant progress in preparing for online search services for survey plans and land titles, including delivery of a prototype to the public for training, familiarization and user feedback.
- Project start-up activities for the Motor Vehicles Registry.
- A review of storage and data requirements and acquisition of necessary storage capacity.
- Completed plans for integration of the Registry Agent Network into SuperNet, with initial pilots upcoming. Government Services continues to explore private-public partnerships while pursuing an incremental approach to technology infrastructure that will ensure flexibility of our registry systems. The Registries Renewal Initiative has also contributed significantly to the Government of Alberta Enterprise Architecture (GAEA) framework.

Why Registry Renewal?

Government Services provides Albertans with one-stop access to services ranging from vehicle registrations to land title transfers, registrations of businesses, liens and more.

- ✓ The past seven years have seen a 20.8 per cent growth in services.
- ✓ Albertans, other government agencies, municipalities and law enforcement agencies conducted more than 35 million transactions through the registry systems.

The registry systems supporting the Motor Vehicle, Land Titles and Personal Property registries need to be renewed to ensure they are capable of meeting future growth generated by Alberta's healthy economy.

- ✓ Completed plans for implementation of a new, secure driver's licence for Alberta.
  - Purchased equipment such as cameras and signature-capture devices that will reside in registry agent offices and the facial comparison software required to support the production of the driver's licence. Security features were designed and approved, system changes and interfaces were completed and a vendor was selected to provide card production and distribution from a highly secure central facility. This has positioned the ministry well to begin issuing cards in mid-2003-04.
  - Worked with Alberta Health and Wellness and Alberta Children's Services to ensure the new driver's licence facility has the capacity to accommodate the requirements of other cards.

Why a New Driver's Licence?

- ✓ Provincial, national and international awareness of security concerns continues to grow, with issues like identity theft and the potential for global terrorism occupying much of our attention. Government Services recognized the need to balance demands for enhanced security with the need to protect Albertans' privacy.
- ✓ By collaborating with other ministries and following the direction of the Ministerial Task Force on Security, the ministry designed the most secure document of its type in North America.

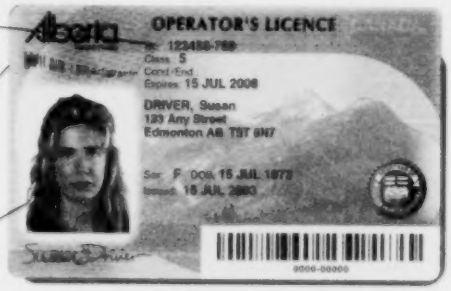
Alberta's New Driver's Licence

Better security for Albertans...

TACTILE PRINTING
raised printing you can feel by running your fingers over characters

WAVE
gradually diminishing type containing driver's name, birth date

PHOTOGRAPH
high quality, high definition, black and white laser engraved image

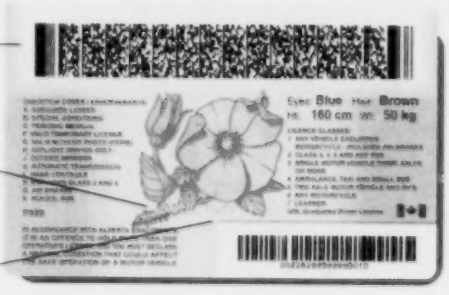


Artist's concept
Actual design may vary

2-D BARCODE
encrypted information can only be read by authorized officials

LASER MARKING
clear laser engraved raised lettering of driver's birth date and gender

MICROPRINTING
small letters that are barely visible



Some of the state-of-the-art security features ensuring the Alberta driver's licence is truly an original.

- ✓ Supported the Alberta position on the Kyoto protocol by providing data on potential impacts on the average Albertan family. Used the Registry Agent Network to distribute public information packages on Kyoto and energy emissions.

- ✓ Protected vital records by collaborating with Alberta Municipal Affairs on business resumption planning to ensure a smooth resumption of business activities in the event of a catastrophic event. Also ensured the ministry systems network passed a government security test conducted by an independent party.

- ✓ Worked with Alberta Energy to improve mineral titles processing through a new business-to-business link with the Land Titles system.

- ✓ Assisted the Office of the Chief Electoral Officer with opportunities to use the Land Titles system to support mapping of electoral boundaries.

- ✓ Partnered with the University of Alberta and the Canadian Economic Development Agency on land tenure and title collaboration with an exchange program and delegate tour from Ukraine.

Businesses Licensed by Alberta Government Services

The following businesses are directly licensed or registered by the ministry. Visit www.gov.ab.ca/gs for more information:

- Auctions
- Commercial Cemeteries
- Cemeteries and Mausoleums (registered)
- Cemetery Pre-need Contract Sales
- Cemetery Pre-need Contract Salespeople
- Charitable Organizations
- Collection Agencies
- Collectors
- Co-operatives
- Direct (Door-to-Door) Sellers
- Electricity Marketers
- Employment Agencies
- Fund-raising Businesses
- Natural Gas Direct Marketers
- Prepaid Contractors
- Retail Home Sales (mobile homes, modular homes and packaged homes)
- Travel Clubs

The ministry also maintains legislation for licensing of the following industries. However, our strategic partners provide the processing of these licences:

- Automotives (sales, leasing, repair and consignment sales) - Alberta Motor Vehicle Industry Council.
- Funerals (businesses, directors, embalmers, pre-arranged funeral plans, crematories) - Alberta Funeral Services Regulatory Board.
- Real Estate (agents, brokers, mortgage brokers, property managers) - Real Estate Council of Alberta.

Legislation meets ever-changing needs.

- ✓ Prepared an amendment to the *Government Organization Act* to provide legislative authority to issue photo-identification cards for use by Albertans who may not have a driver's licence when engaging in commercial transactions.
- ✓ Renewed the *Traffic Safety Act* regulations on operator licensing and vehicle control and provided feedback to Alberta Transportation. The ministry also participated in traffic safety initiatives such as the new graduated driver's licensing program with Alberta Transportation and the Registry Agent Network.
- ✓ Helped develop and support motor vehicles policy and application systems in support of traffic safety for Albertans.
- ✓ Prepared a discussion paper on proposed amendments to the *Change of Name, Marriage* and *Vital Statistics Acts*.
- ✓ Provided advice on amendments to the *Maintenance Enforcement Regulation* that will allow registration of family maintenance agreements; processed registry transactions in support of the program.
- ✓ Prepared and released a discussion paper on proposed amendments to the *Business Corporations Act*.
- ✓ Prepared an amendment to the *Law of Property Act* to level the playing field for mortgage default insurance.

Performance Measures — Goal 1

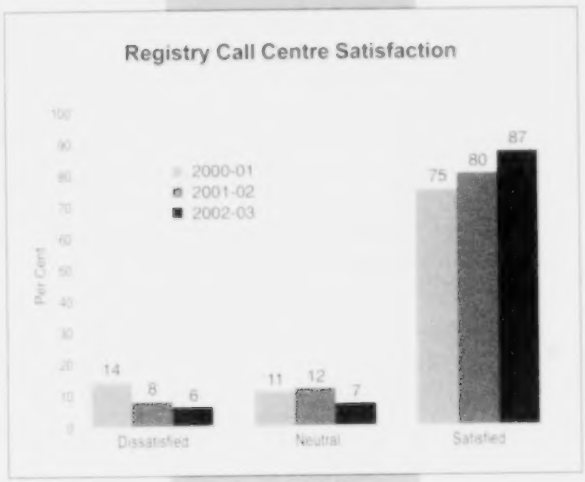
Performance Measure: Percentage of ministry Call Centre clients who are "satisfied overall" with the quality of service provided to them.

Description

The Government Services Call Centre responds to two different streams of inquiries: questions related to registry transactions or issues and questions related to consumer issues. This measure focuses on client satisfaction with respect to registry-related calls and demonstrates the ministry's commitment to customer service. Registry-related inquiries include questions on available registry products (e.g., vital statistics certificates, driver's licences, vehicle registration, etc.), business licensing and corporate registry requirements.

Results

87 per cent (key performance measure) satisfaction with the registry-related services provided. The target of 80 per cent has been exceeded.



Analysis

The ministry has significantly increased satisfaction rates for the second year in a row. This is attributed to the emphasis on cross-training staff and increasing the knowledge base so that staff are able to address a greater range of caller issues. Additionally, "skill-based call routing" has been introduced to facilitate the transfer of incoming calls to the most appropriate resources within the Call Centre. This has resulted in more effective and immediate responses to inquiries and/or issues for the 85,541 callers the ministry assisted in 2002-03.

Performance Measure: Percentage of customers who are "satisfied overall" with services provided by:

- Registry agents
- Registries On-line (ROL)
- Land Titles Office

Description

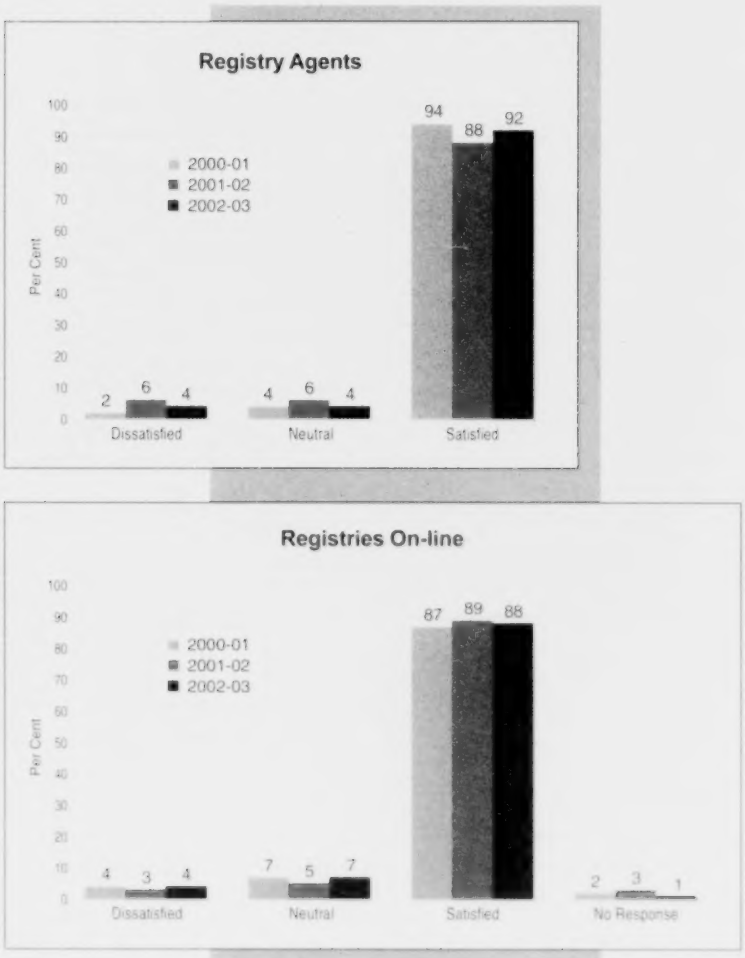
A key measure for Goal One, Efficient Licensing and Registration Services, is client satisfaction with services provided through the Registry Agent Network, Registries On-line and Land Titles Office delivery channels. Target satisfaction for each channel is set at 85 per cent.

Results

Results for this measure are:

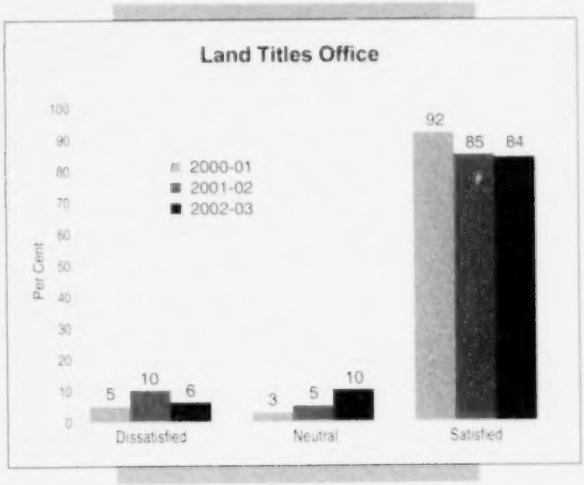
- Registry agents: **92 per cent (key performance measure)** satisfaction with the service provided.
- Registries On-line: **88 per cent (key performance measure)** satisfaction with the level of service.
- Land Titles Office: **84 per cent (key performance measure)** satisfaction with the registration process.

The target of 85 per cent for all channels has effectively been met.



Analysis

Client satisfaction with registration services remains stable and strong with a statistically significant increase in registry agent satisfaction. The satisfaction target of 85 per cent has effectively been met for each channel. While it is not evident if the Land Titles Office 84 per cent satisfaction rating represents a decrease in satisfaction or is simply a result of sampling variation; it is important to note that the proportion of dissatisfied Land Titles clients has dropped from 10 per cent to six per cent.



Rising transaction volumes resulting from a robust and growing Alberta economy continue to put pressure on these service delivery channels. Compared to 2001-02, registry transaction volumes have increased by one million (from 13.5 million to 14.5 million). As the Registries Renewal Initiative advances, existing systems and resources are required to keep pace with and support these increased transaction levels. Despite this, the ministry has maintained strong satisfaction ratings demonstrating its commitment to quality service delivery in a timely and consistent manner.

Performance Measure: Comparison of Alberta's fees to other jurisdictions on key motor vehicle transactions (vehicle registration and driver's licence).

Description

Contributing to an effective marketplace and the Alberta Advantage, the ministry strives to maintain a nationally competitive registry fee structure. To illustrate the competitiveness of Alberta motor vehicle fees, the cost of registering a vehicle and renewing a driver's licence were compared on a standardized national basis.

The target is that Alberta's fees[1] are competitive with the national average.

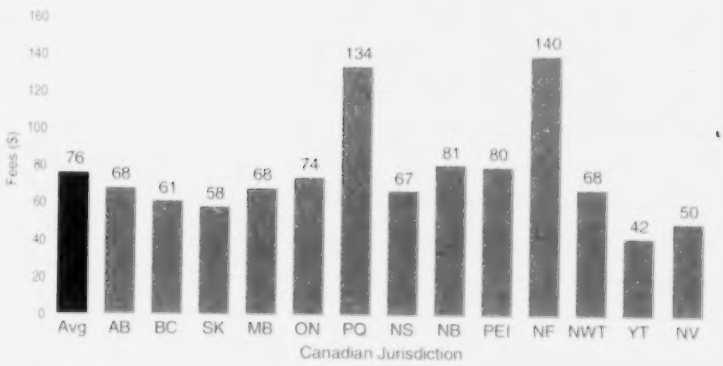
[1] Please note that 'fees' in this analysis represents all associated charges that must be paid by the consumer to acquire the service. This includes all provincial government fees, taxes, and service charges.

Results

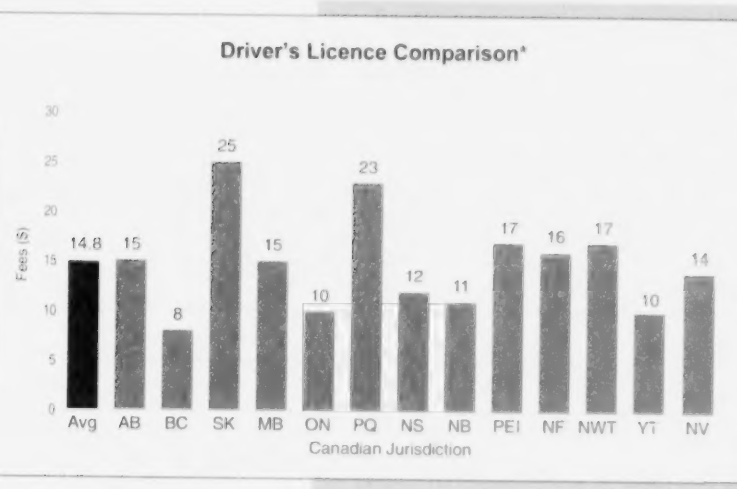
The results of the fee comparison indicated the target has been met, as Alberta's fees for these products are competitive with national standards:

- The vehicle registration fee in Alberta is **11 per cent (key performance measure)** below the national average.
- The driver's licence renewal fee is within **one per cent (key performance measure)** of the national average.

*Survey was standardized for comparative purposes to represent the annual fee charged to renew a Ford Taurus sedan weighing 3,294 pounds in an urban area (includes service/administrative fees).



*Survey was standardized for comparative purposes to represent the annual fee for a driver's licence with no demerits (includes service/ administrative fees).



Analysis

The ministry continues to maintain competitive fees for motor vehicle licences and registration in comparison to other Canadian jurisdictions. In addition, with the initial implementation phase of the new driver's licence initiative, the ministry has taken strides to significantly improve the licence's security. Demonstrating the ministry's ongoing commitment to service excellence, the new driver's licence will be the most secure document of its kind in North America when implemented in 2003-04 and will not result in any increase in fees.

Performance Measure: Comparison of Alberta's fees to other jurisdictions on registration costs associated with purchasing a $150,000 house with a $140,000 mortgage.

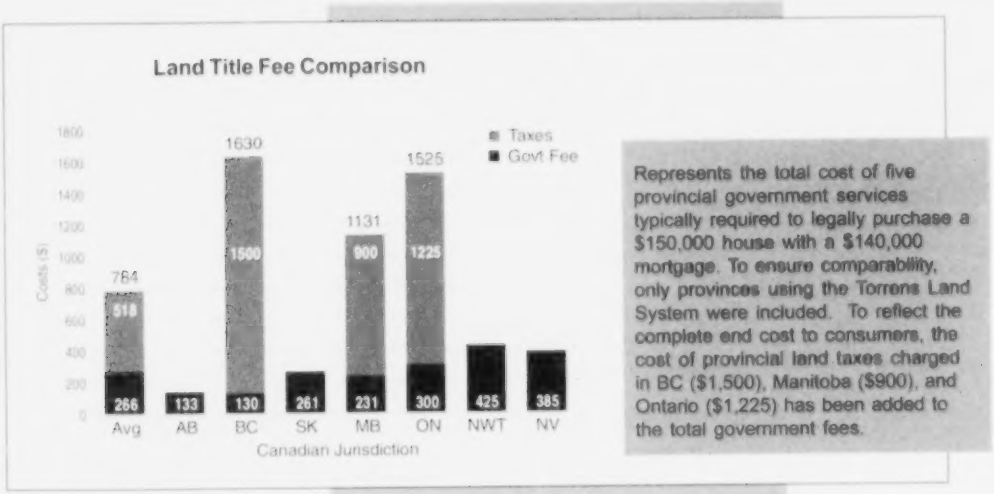
Description

The ministry helps foster a robust real estate market by ensuring that Land Titles products are priced competitively with other jurisdictions. Because each jurisdiction incorporates different requirements or products in their land registration process, this measure provides a standard approach by comparing a common set of five products required to purchase and register a home with a mortgage. The target is to ensure Alberta's fees[2] are competitive with national standards.

[2] Please note that "fees" in this analysis represents all associated charges that must be paid by the consumer to acquire the service. This includes all provincial government fees, taxes, and service charges.

Results

The cost in Alberta for this service (sum of all five products) is $133. At **83 per cent below (key performance measure)** the national average, the target has been met.



Analysis

Alberta continues to have the lowest overall land title fees compared to other jurisdictions, which further indicates this ministry's competitiveness in supporting and promoting a prosperous Alberta economy.

Vehicle Registration Comparison*

*Survey was standardized for comparative purposes to represent the annual fee charged to renew a Ford Taurus sedan weighing 3,294 pounds in an urban area (includes service/administrative fees)

Driver's Licence Comparison*

*Survey was standardized for comparative purposes to represent the annual fee for a driver's licence with no demerits (includes service/ administrative fees)

The ministry helps foster a robust real estate market by ensuring that Land Titles products are priced competitively with other jurisdictions. Because each jurisdiction incorporates different requirements or products in their land registration process, this measure provides a standard approach by comparing a common set of five products required to purchase and register a home with a mortgage. The target is to ensure Alberta's fees are competitive with national standards.

The cost in Alberta for this service (sum of all five products) is $133. At **83 per cent below (key performance measure)** the national average, the target has been met.

Land Title Fee Comparison

Represents the total cost of five provincial government services typically required to legally purchase a $150,000 house with a $140,000 mortgage. To ensure comparability, only provinces using the Torrens Land System were included. To reflect the complete and cost to consumers, the cost of provincial land taxes charged on BC ($1,500), Manitoba ($300), and Ontario ($1,225) has been added to the total government fees.

Alberta continues to have the lowest overall land title fees compared to other jurisdictions, which further indicates this ministry's competitiveness in supporting and promoting a prosperous Alberta economy.

Performance Measure: Comparison of Alberta's fees to other jurisdictions on:

- Collection Agency Licence
- Prepaid Contractor's Licence
- Direct Selling Licence.

Description

This measure compares Alberta fees for certain business licences to other Canadian jurisdictions. Licences that were originally determined to be most reflective of marketplace demand in the province are:

- Collection Agency Licence,
- Direct Selling Licence, and
- Prepaid Contractor's Licence.

Although a Prepaid Contractor's Licence is a significant, high-volume business licence in Alberta, legislation in other Canadian jurisdictions typically regards prepaid contractors as direct sellers. Alberta, however, differentiates between the two in order to set up unique bond claim processes and contract disclosure requirements. As such, there are no jurisdictions with which to conduct a comparative analysis and it has been excluded from this annual report.

In addition, the Prepaid Contractor's Licence measure was subsequently removed from the 2003-06 Business Plan.

The target is that Alberta's fees[1] are competitive with the national average.

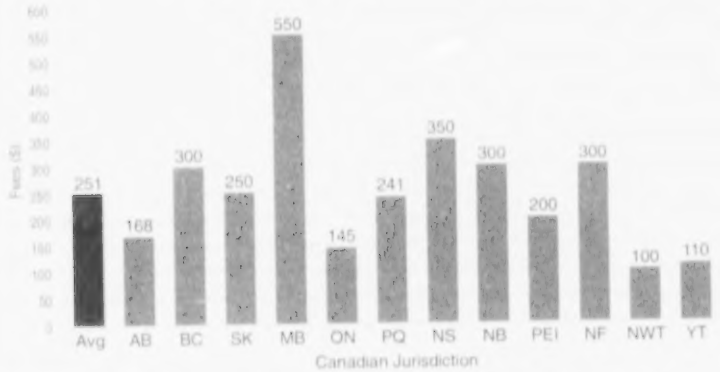
[1] Please note that "fees" in this analysis represents all associated charges that must be paid by the client to acquire the service. This includes all provincial government fees, taxes, and service charges.

Results

- The Collection Agency Licence fee in Alberta is **33 per cent below (key performance measure)** the national average.
- The Direct Selling Licence fee in Alberta is **33 per cent below (key performance measure)** the national average.

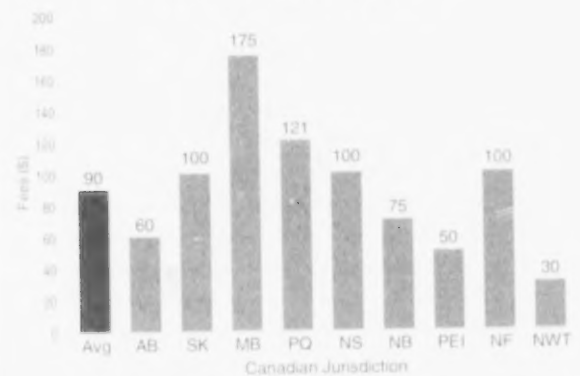
Both are therefore competitive with the national average.

Collection Agency Licensing Fees



The minimum annual fee charged for a collection agency licence in each Canadian jurisdiction (either a new licence or a renewal, whichever was lower, regardless of company size) was compared.

Direct Seller Licence Fees



The minimum annual fee for a direct seller licence charged to sole proprietors, partnerships, or corporations, as compared across jurisdictions. The comparison reflects base charges and excludes additional per branch/seller fees that other jurisdictions may apply.

Analysis

The ministry has maintained the competitiveness of its licensing fees compared to national averages as it continues to support a prosperous, business-friendly economy. Only three jurisdictions (Ontario, the Northwest Territories and the Yukon) have lower collection agency fees while only P.E.I. and the Northwest Territories have lower direct seller fees.

The ministry has maintained the competitiveness of its licensing fees compared to national averages as it continues to support a prosperous, business-friendly economy. Only three jurisdictions (Ontario, the Northwest Territories and the Yukon) have lower collection agency fees while only PE.I. and the Northwest Territories have lower direct seller fees.

Goal 2: Informed consumers and businesses and a high standard of marketplace conduct.

Overview

Consumer education and protection represents a primary component of the ministry's mission. Educational services to consumers and businesses about fair business practices and enforcing provisions of the *Fair Trading Act* are the focus of the ministry's consumer protection activities.

Alberta Government Services is responsible for developing a legislative framework that clearly identifies the rights and obligations of both businesses and consumers and defines ethical business practices. This becomes challenging in an increasingly dynamic marketplace that is subject to significant change (e.g., deregulation of the electricity market, growth of e-commerce, etc.). Although the ministry has many acts and regulations to deal with these issues, the *Fair Trading Act* continues to be the legislative flagship for the Alberta marketplace.

This legislation is also used in concert with educational programs to promote consumer awareness. Examples include tipsheets on key consumer issues and the provision of a toll-free Call Centre and Web site. Consumers and businesses receive plain language information on their rights and obligations, which in turn facilitates commerce and fosters a strong marketplace.

The ministry also continually interacts with other jurisdictions nationally and internationally to identify potential marketplace scams that may come to Alberta. A key tool is the CANSHARE system that allows jurisdictions to share information about marketplace problems.

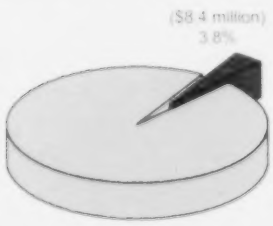
Working co-operatively with other jurisdictions has also led to the development of harmonized consumer legislation, which ensures that the rules are clear and consistent across Canada. Additional areas suitable for harmonization continue to be assessed.

Impacting the Lives of Albertans

Government Services works to ensure a competitive and fair marketplace for consumers and businesses through the *Fair Trading Act*. The combination of effective consumer legislation and diligent enforcement activities in 2002-03 resulted in:

- A total of more than 2,000 investigations undertaken;
- In excess of $1.8 million being returned to consumers; and
- More than 560 prosecution counts filed.

Fair and Effective Marketplace



The ministry allocated 3.8 per cent (or $8.4 million) of its total 2002-03 operating expense to carry out the legislative, education, monitoring and investigative duties associated with this goal.

Strategic Partners

The ministry also maintains strategic partnerships with the following organizations that regulate specific industries or provide services to consumers:

Credit Counselling Services of Alberta (www.creditcounselling.com) Educates Albertans in personal money management and wise use of credit and provides alternatives to bankruptcy for individuals and families facing financial crises.

- $7.8 million repaid to creditors as a result of counselling clients;
- 1,079 Orderly Payment of Debts files opened;
- 18,893 calls from the public addressed;
- 2,265 assessments of client financial situations to determine options; and
- 4,890 participants at workshops.

Real Estate Council of Alberta (www.reca.ab.ca) Sets and enforces standards of conduct in the real estate industry, protects consumers affected by the industry, provides services that enhance the industry and administers the governing legislation, bylaws and rules.

- 10,600 licences issued;
- $3.8 million surplus in the Real Estate Assurance Fund;
- 7,715 public calls handled;
- 151 compliance audits on businesses undertaken; and
- 202 disciplinary actions taken.

Alberta Funeral Services Regulatory Board (www.afsrb.ab.ca) Licenses, educates, investigates, mediates, enforces and disciplines the funeral industry and its governing legislation.

- 736 licences issued;
- 40 complaints handled; and
- 86 inspections completed.

Alberta Motor Vehicle Industry Council (www.amvic.org) Administers automotive licensing regulations, investigates and mediates automotive complaints and handles inquiries related to the automotive industry.

- 3,441 complaint calls answered;
- 938 investigation files opened;
- 114 charges laid;
- Court fines totalling $34,957;
- Court-ordered restitution totalling $61,580;
- 4,788 businesses licensed;
- 5,878 sales people licensed; and
- One business licence revoked or suspended.

Did you know?

By visiting the ministry's Web site (www.gov.ab.ca/gs) consumers can access a wide range of services, such as:

- Information on how to choose your electricity or natural gas provider;
- Information on how to file a consumer complaint;
- Help to calculate how much interest is owing on a tenant's security deposit; and
- Tipsheets on key consumer issues.

You can also reach us toll-free at **1-877-427-4088.**

Activities/Achievements

Strong Legislative Framework Supports a Fair and Changing Marketplace.

- ✓ Filed an expanded *Electricity Marketing Regulation* to deter unethical sales and marketing practices. The regulation extends consumer cancellation rights and clarifies contract commencement dates, addressing consumers' needs in newly restructured electricity markets. Work has also been initiated on developing a harmonized draft *Natural Gas Direct Marketing Regulation*.
- ✓ Worked closely with Alberta Department of Energy on the Task Force on Consumer Billing Issues to address consumer concerns raised on electricity billing. Recommendations were developed to simplify electricity billing, improve customer service and promote more accurate meter readings. As well, a $75 penalty can now be charged to marketers for some chronic overbillings.
- ✓ Continued the review of the *Residential Tenancies Act* and the *Mobile Home Sites Tenancies Act* to ensure Alberta's landlord-tenant legislation keeps pace with changes in the industry. The ministry completed stakeholder consultations to review best practices in other jurisdictions and identify options in dispute resolution, security deposit administration and enforcement in Alberta. Work will continue to analyze these responses and develop policy options that continue to balance the interests of both tenants and landlords.
- ✓ Filed the new *Travel Clubs Regulation* to address continuing consumer concerns on the business practices of travel clubs in Alberta. The new regulations introduced licensing, bonding and code of conduct requirements for travel clubs and enhanced cancellation rights for consumers.

Consultation with Our Stakeholders

As part of the review of our *Residential Tenancies* and *Mobile Home Sites Tenancies Acts*, we conducted consultations with landlords, tenants and other stakeholders in Alberta's rental accommodation industry on proposed changes to provincial legislation. Response has been the largest of any consultation undertaken by Consumer Services, with more than 1,200 surveys returned. Of these:

- ✓ 465 were from tenants;
- ✓ 501 were provided by landlords;
- ✓ 148 were forwarded by organizations; and
- ✓ 142 homeowners responded.

Consumer Legislation and Enforcement At Work

When you are planning a wonderful vacation, do you find yourself worried about the cost? You want to spend wisely, so you invest in a travel club. Imagine your dismay when you review your travel club contract and find out that the discounts and special deals are not as good as the sales presentation said they would be.

Consumer concerns about travel club activities in Alberta have risen significantly in recent years. To address these concerns, Government Services implemented additional protection for Albertans. A regulation was established under the *Fair Trading Act* to provide a number of protections for consumers including a 10-day cancellation or cooling-off period, specific contract requirements and a code of conduct.

For more information, see the Alberta Government Services tipsheet on travel clubs at www.gov.ab.ca/gs/pdf/tipsheets/travel_club.pdf.

- ✓ Implemented innovative approaches for handling consumer concerns in the property rental industry including a ticketing option to increase the enforcement options available to investigators under the *Residential Tenancies Act*.
- ✓ Completed amendments to the *Real Estate Act* to extend enforcement action timeframes on real estate-based disputes, to regulate real estate appraisers (as requested by the Alberta Association of the Appraisal Institute of Canada) and to allow investigative and disciplinary action against former industry members within two years after the member leaves the industry. Real estate regulations were also amended to clarify the use of the Real Estate Assurance Fund to compensate injured parties for losses resulting from inappropriate activities undertaken by brokerage firms.
- ✓ Consulted with stakeholders on proposed amendments to the *Law of Property Act*, resulting in recommendations to ensure impartial treatment of mortgage default insurers.
- ✓ Conducted stakeholder consultations in drafting the *Foreign Ownership of Land Regulation* to increase the length of time allowed for foreign owners to become eligible to exercise the option to purchase land. This has resulted in additional time to obtain permanent resident status.
- ✓ Sought to improve harmonization of consumer legislation with other jurisdictions where appropriate and feasible. Proposed amendments are being considered for the *Business Corporation Act* to support improved provincial/federal co-ordination.
- ✓ In addition to creating a strong Alberta legislative framework, the ministry has sought to ensure federal legislation does not put Alberta at a disadvantage. For example, the ministry is taking the lead to address concerns that the federal *Bank Act* does not reflect the requirements of an agreed upon harmonization template for cost of credit disclosure.
- ✓ Participated on a cross-ministry committee to ensure appropriate policies are in place regarding the discovery and treatment of unregistered and abandoned cemeteries.

Highlights from Our Legislation

Alberta Government Services consumer protection legislation is the foundation that ensures a fair and growing marketplace in Alberta and supports the Government of Alberta's goal of a prosperous economy for Alberta. We continually review and amend legislation to meet e nerging consumer needs and issues as they arise.

2002-03 highlights include:

- ✓ An amended and enhanced *Electricity Marketing Regulation* was filed to protect consumers from unethical marketing practices in the restructured electricity market.
- ✓ The *Travel Clubs Regulation* came into effect in May 2002 to provide additional protection for consumers from unscrupulous travel club operators.
- ✓ The *Real Estate Act* was amended to extend enforcement timeframes on disputes and to regulate real estate appraisers.
- ✓ Consultations were initiated to consolidate the *Residential Tenancies Act* with the *Mobile Home Sites Tenancies Act* as a means of simplifying service delivery.

Monitored and Enforced Legislation.

- ✓ Responded to public complaints regarding the collection practices of agencies working on behalf of parking lot operators to collect outstanding tickets. A senior officer of a collection company was charged under the *Fair Trading Act* for operating without a collector's licence. A number of investigations are under way involving other collection practice violations that may result in further charges or licensing action.
- ✓ Consulted with stakeholders and completed industry research to explore various options for protecting consumers from losses due to failures of travel suppliers.
- ✓ Completed 2,312 consumer investigations in 2002-03. A total of 1,119 new and pending charges are before the Alberta courts, with 15 undertakings to comply with legislation signed. Fines of $39,661 have been levied by the courts. In addition, more than $1,849,000 was returned to Albertans through court-ordered restitution, bond claims and settlements reached by Government Services staff in the course of investigations in 2002-03.

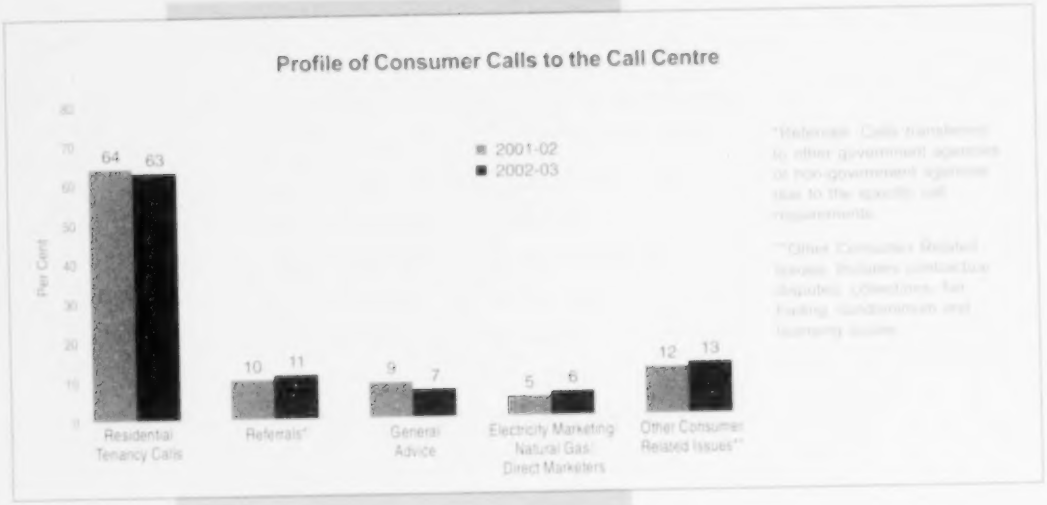
Holding Money in Trust for Consumer Protection

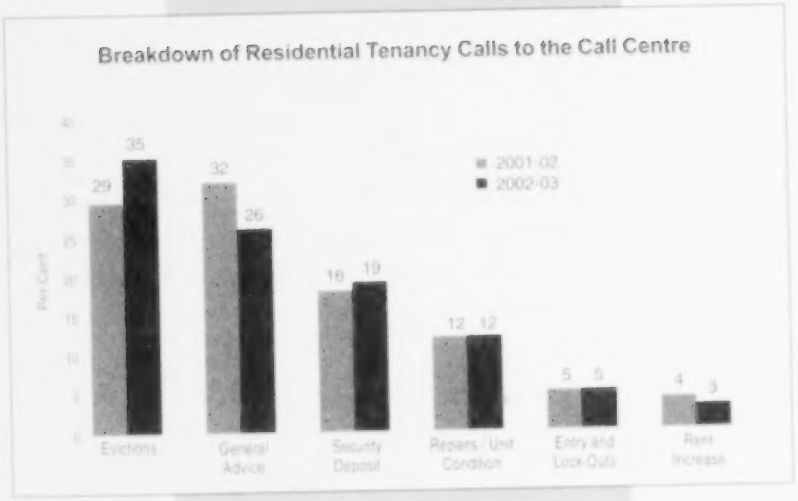
Trust accounts hold money that belongs to Albertans who have:

- ✓ Deposited it with regulated businesses for specified future services, such as prepaid funeral and burial services;
- ✓ Provided a landlord with a security deposit;
- ✓ Consigned goods with an auctioneer for sale; or
- ✓ Given money to a collection agency to pay a debt.

The trust account ensures the money is set aside for its specific purpose. It cannot be used by the business for its day-to-day expenses and it cannot be seized by creditors if the business fails. The ministry's legislation requires trust accounts to be established and then monitors the accounts and investigates when necessary. There is currently more than **$1.2 billion** in these trust accounts and the ministry continues to work to ensure that money taken on deposit is securely held.

- ✓ Responded to 89,529 consumer-related calls. As the following charts indicate, the majority (63 per cent) of calls in 2002-03 were related to residential landlord and tenant issues. Of those, questions about evictions, general advice and security deposit issues were most frequent.





Customer Profile: Consumers Calls to the Call Centre

The Call Centre helps thousands of Albertans each year with their questions about consumer issues and complaints. Through a random telephone survey of callers who contacted our Call Centre, we have found that callers:

- ✓ Are usually female (69 per cent);
- ✓ Are most often between the ages of 25-44 (52 per cent); and
- ✓ Tend to have some post-secondary training (62 per cent).

Informed and Empowered Consumers and Businesses.

- ✓ In partnership with Alberta Human Resources and Employment, investigated the involvement of underage children in the sale of chocolates. Charges were laid, fines levied and sellers' licences were revoked.
- ✓ Investigated the secondary financing marketplace, including so called "pay - day loan" companies and quick cash operators to ensure compliance with cost of credit requirements under the *Fair Trading Act*; protected consumer interests when dealing in this market.
- ✓ Collaborated with other ministries on a variety of consumer issues to enhance Alberta's fair and effective marketplace.

- ✓ A number of ministries, including Alberta Transportation, Alberta Learning and Alberta Environment contributed to the simplification of automotive business licensing and investigations. The ministry shared tenancy investigation information with Alberta health inspectors to improve the effectiveness of health inspections.
- ✓ Distributed more than 1,200 copies of *Reality Choices Alberta*, based on a federal/provincial/territorial publication, to help young Albertans make consumer decisions appropriate for them in today's complex and rapidly changing marketplace.
- ✓ Completed a code of practice for electronic commerce in conjunction with Industry Canada and provincial jurisdictions.
- ✓ Prepared a tipsheet on identity theft to increase Albertans' awareness of the need for information security.
- ✓ Shared a risk assessment model on charitable fund-raising developed by Government Services along with other ministries at the request of the Auditor General as a best practice.
- ✓ Released 21 consumer alerts and news releases to inform Albertans about key marketplace issues.

Free tipsheets available to Albertans

Government Services publishes tipsheets on a wide variety of consumer topics. Written in plain language, these tipsheets explain the rights and obligations of both consumers and businesses in various commercial transactions.

Auctions – Buying and Selling
Business Opportunity and Franchise Fraud
Buying a Franchise in Alberta
Buying and Owning a Condominium
Buying Time Shares
Cooperatives Act: An Overview
Credit and Personal Reporting
Dealing with Bill Collection Agencies
Dealing with Door-to-Door Sales
Direct Marketing of Natural Gas: What Consumers Should Know
Electricity Marketing: What Consumers Should Know
Fair Trading Act: What's New
Home Renovations and Repair
Identity Theft
Information for Charities and Donors
Information for Landlords and Tenants
Investigating your Consumer Complaints
Negotiating a Consumer Complaint
Provincial Business Licences and Registrations
Renting a Mobile Home Site
Shopping on the Internet
Travel Clubs
Unfair Practices: Fair Trading Act
What Creditors Can Do If You Don't Pay Your Debts

To receive any of these tipsheets, please visit the Alberta Government Services Web site (www.gov.ab.ca/gs/information/publications/tipsheets/index.cfm) or call the Consumer Services Call Centre toll-free at 1-877-427-4088 to have one mailed or faxed to you.

Performance Measures – Goal 2

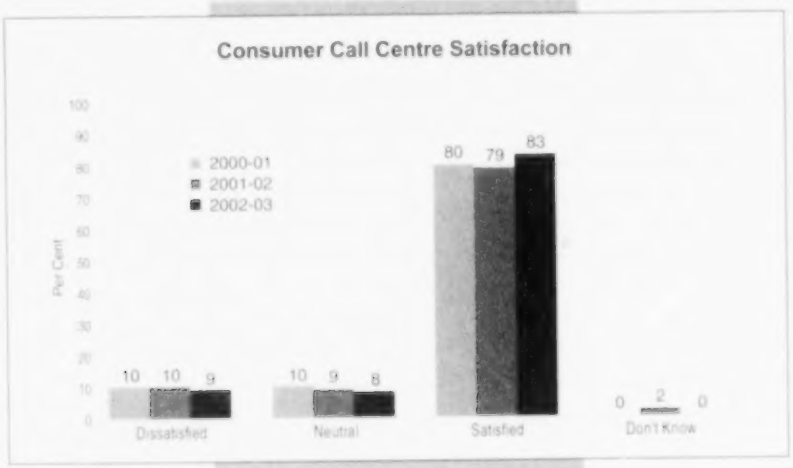
Performance Measure: Percentage of ministry Call Centre clients who are "satisfied overall" with the quality of service provided to them.

Description

The Government Services Call Centre responds to both registries and consumers related inquiries. This measure focuses on client satisfaction with calls related to consumer inquiries and consumer protection concerns ranging from residential tenancies to electricity marketing or other fair trading issues. Government Services strives to deliver excellent service as measured by client/caller satisfaction.

Results

83 per cent (key performance measure) of respondents are satisfied with the consumer-related service provided by the Government Services Call Centre, exceeding the target of 80 per cent satisfaction.



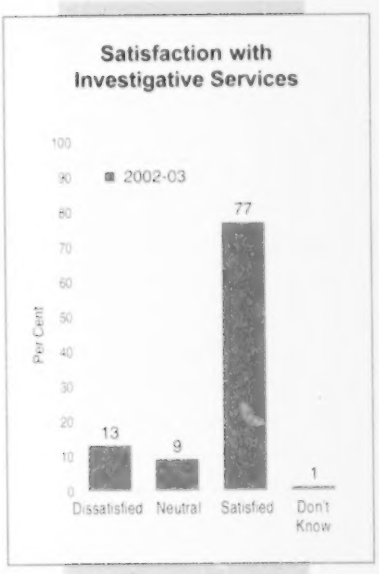
Analysis

Client satisfaction with the services provided by the Call Centre has increased demonstrating the ministry's ongoing commitment to service excellence. This improvement has been achieved in spite of the increasing complexity of consumer issues handled by Call Centre staff (i.e., assisting consumers victimized by fraud or identity theft, dealing with landlords and tenants on tenancies issues). The ministry has exceeded the target of 80 per cent while fielding more than 89,000 calls in 2002-03.

Performance Measure: Percentage of clients who are "satisfied overall" with the quality of investigative services provided to them.

Description

Through the delivery of quality investigative services, Government Services ensures a fair and effective marketplace for consumers and businesses. This measure assesses Albertans' satisfaction with the services provided by the Consumer Services investigation team.



Results

77 per cent (key performance measure) of respondents were satisfied with how their investigation was handled. The target of 87 per cent was established based on results reported in 2001-02. However, the survey methodology has since been altered from a five- to a seven-point scale. Due to this shift, the results are not directly comparable and future year targets have been adjusted to reflect this change (see 2003-06 Business Plan – target for this measure reduced to 80 per cent).

Analysis

While the target of 87 per cent was not met, client satisfaction with investigative services remains quite high at 77 per cent, particularly given the potential for an unfavourable rating if the client is not happy with the outcome of the investigation. During 2002-03, even though only 62 per cent of consumers had a decision in their favour, 89 per cent of respondents reported that they are likely to recommend these services to a friend.

Due to the revised satisfaction scale, a new baseline target is required for meaningful comparison. To illustrate, the proportion of satisfied clients appears to have dropped from the previous year (from 85 to 77 per cent). However, the number of dissatisfied clients (13 per cent) has not gone up from 13 per cent and 15 per cent in 2000-01 and 2001-02 respectively. These results were based on a five-point scale. The impact of this scale change has been considered in the ministry's 2003-06 Business Plan.

Performance Measure: Extent of telemarketing fraud as measured by:

- Number of fraud attempts by telemarketing organizations;
- Number of telemarketing fraud victims; and
- Amount of dollars lost by clients to telemarketing fraud.

Description

This measure provides an assessment of the level of telemarketing fraud in Alberta and indicates the ministry's effectiveness in dealing with this serious consumer issue. The ministry has identified a target of 20 per cent reduction from the previous year in the following areas:

- Number of fraud attempts by telemarketing organizations;
- Number of telemarketing fraud victims; and
- Amount of dollars lost by clients to telemarketing fraud.

Results

The target has been far exceeded as telemarketing fraud attempts, victims and dollars lost have decreased by more than **20 per cent (key performance measure)** compared to last year.

Year	Attempts	Victims	Dollars Lost (000's)
1999	437	190	$ 787
2000	225	105	$ 382
2001	65	31	$ 156
2002	33	9	$ 14
% decrease from 2001	49%	71%	91%

The data represented in this table were taken from the PhoneBusters' Web site as of July, 2003.

Visit the PhoneBusters Web site (www.phonebusters.com) to obtain the most up-to-date data on telemarketing fraud in Alberta and across Canada.

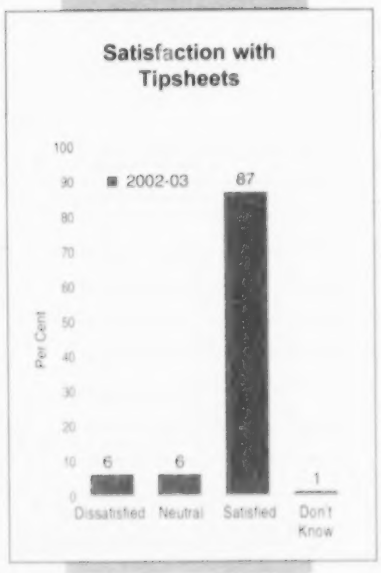
Analysis

Telemarketing fraud has been curbed considerably in Alberta. The ministry has, year-after-year, exceeded the target of a 20 per cent reduction in each category as victim losses have decreased from $1.7 million in 1996 to less than $15,000 in 2002. The work of this ministry in conjunction with PhoneBusters has resulted in well-informed Alberta consumers and businesses as evidenced by the reduced impact of telemarketing fraud.

Performance Measure: Percentage of clients receiving consumer tipsheets who are "satisfied" with the overall quality of the information.

Description

As part of its educational strategy to ensure a fair and effective marketplace, Consumer Services uses tipsheets to promote well-informed consumers and businesses. With 24 tipsheets available, Government Services is ensuring that Albertans have access to relevant and effective consumer protection information. Additionally, Albertans are canvassed to ensure that tipsheet content continues to be useful and meets the information needs of Albertans.



Results

87 per cent (key performance measure) of respondents indicated satisfaction with tipsheets. (Baseline results.)

Analysis

Albertans are satisfied with the tipsheets provided by Consumer Services. These results provide a baseline against which future performance can be compared.

Service Improvement Initiatives

Goal 3: A service delivery environment that enables Albertans to access government information and services in a manner of their choice.

Core Business

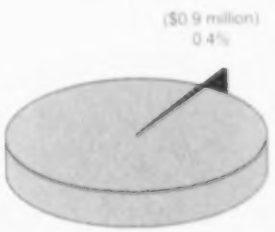
Overview

Government Services continues to lead Service Alberta, a cross-ministry initiative to enhance Albertans' access to government programs and services. Service Alberta is about linking Albertans to the information and services they need in a manner that best suits their schedules and lifestyles. Whether an individual prefers to make a phone call, drop into a government office, use fax, mail, or access the Internet, the goal of Service Alberta is to make that connection as convenient as possible.

The designation of this initiative as a key administrative initiative underlines the importance the Alberta Government places on customer convenience and flexible access to government services. It also helps to promote cross-government involvement with the program to ensure the broadest range of services and information is available to Albertans. During 2002-03, the greatest commitment by another ministry was through Alberta Innovation and Science, which demonstrated its support of this vital service initiative through funding and staff secondment. Other ministry champions include Alberta Municipal Affairs, the Public Affairs Bureau, the Personnel Administration Office and the Alberta Corporate Service Centre.

Launched in June 2002, there are now 1,109 informational and 30 transactional services available on the Service Alberta Web site. These transactional services cover a diverse range of needs and interests, such as student loan applications, client access to Maintenance Enforcement Program accounts, online vehicle registration renewals, air monitoring and environmental information and access to Hansard and Alberta Queen's Printer publications. As well, an integrated call centre, operated through the Public Affairs Bureau, offers simple, effective phone access for government information and service enquiries.

Service Alberta



Ministry resources dedicated to this goal amounted to just under $1 million or 0.4 per cent of operating expenses.

Activities/Achievements

Albertans exchange information/conduct transactions in a secure environment.

- ✓ Collaborated with Alberta Innovation and Science and other ministries to achieve consensus with respect to a common authorization and authentication service via the Service Alberta Web site.
- ✓ Completed a risk assessment of the Service Alberta Web site and established a privacy policy.
- ✓ Collected feedback from Albertans in relation to their privacy needs and perceptions when conducting transactions with the Government of Alberta.

How do I get there?

You can visit the Service Alberta Web site at www.ServiceAlberta.ca. You will find government information and services organized in a way that makes sense to you. You don't have to know which government ministry to look up. Just find the topic that applies to you and let the Web site do the rest! For example, there is information on:

- ✓ Finding a job
- ✓ Moving to or around Alberta
- ✓ What to do if you lose your wallet
- ✓ Ordering government publications

There's a lot more. Visit the site to see how Service Alberta can help you find the information you need.

Albertans' service needs are met in a positive manner.

- ✓ Implemented the Service Alberta Web site and contact centre in June 2002, with a public launch at the end of September.
- ✓ Promoted Albertans' awareness of Service Alberta through newspaper and Internet advertising, magazine and newsletter articles, distribution of over 20,000 posters and bookmarks and links to the Service Alberta Web site from the Government of Alberta home page.
- ✓ Received more than 40,000 visits per month on the Service Alberta Web site. The site allows Albertans to search by life event, customer group, popular topic, publication or form, online service and ministry.
- ✓ Oriented more than 1,000 ministry staff to Service Alberta and their responsibilities in providing excellent service to Albertans.
- ✓ Enhanced the Service Alberta Web site based on Albertans' feedback.
- ✓ Obtained feedback from Albertans through surveys in June 2002 and focus groups in August and November.

Albertans are able to access service through a single point of contact.

- ✓ Provided Service Alberta contact centre agents with quick access to current information through tools, that allow them to quickly and conveniently search the Service Alberta Web site.
- ✓ Provided Maintenance Enforcement Program clients with general level information and directed them to specific self-help options.
- ✓ Accepted Alberta Health Care change of address information to help reduce waiting times in the Alberta Health and Wellness contact centre.

Can I still use the RITE line?

Yes. The number is the same; only the name has changed. The RITE call centre has been transformed into the Service Alberta contact centre. Agents use the Service Alberta Web site to answer Albertans' questions more often on the first call. One-stop shopping is the goal for easy, convenient and secure access to government information and services for Albertans. Calling the Service Alberta contact centre will put you in touch with a real person who will either give you the information you need or link you to someone who can.

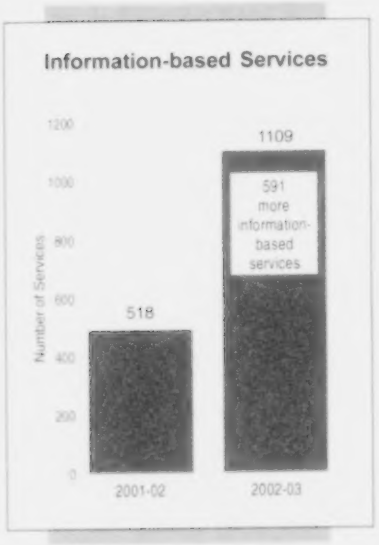
Call 310-0000 (toll-free anywhere in Alberta) between 8 a.m. and 6 p.m. during the week.

Performance Measures – Goal 3

Performance Measure: Number of additional information-based services offered to citizens and businesses through Service Alberta.

Description

The Service Alberta Web site (www.servicealberta.ca) provides Albertans with access to a wide range of online government information and services. As part of improving Albertans' access to government, this measure monitors the number of information-based services that can be accessed through the Service Alberta Web site. In 2001-02, a baseline was established (518 information services) and subsequently, a target of 50 additional services was set for 2002-03.



Results

There were **591 more (key performance measure)** services available in 2002-03. This exceeded the target of 50 additional services.

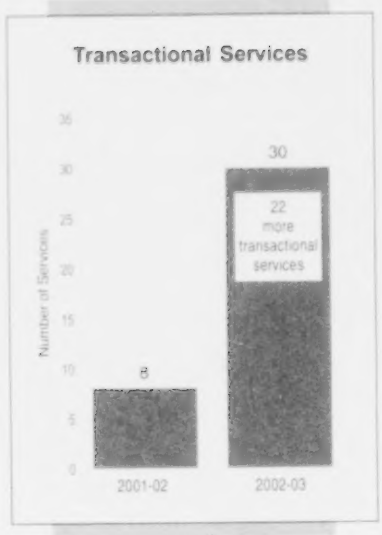
Analysis

In less than a year, the number of information-based services available through the Service Alberta Web site has increased by more than 100 per cent. With 1,109 services available, Albertans can access government online through a single access point and find the information for which they are looking.

Performance Measure: Number of additional transactional services offered to citizens and businesses through Service Alberta.

Description

Through Service Alberta, Albertans have access to various provincial services. This measure assesses the number of transactional services available through the Service Alberta Web site as an indicator of the Government's commitment to improving online access.



Results

22 additional (key performance measure) transactional services were available in 2002-03. This exceeded the target of 15 additional services.

Analysis

With the co-operation of other ministries, a total of 30 transactional services are now available to Albertans. Through the continued support and participation of the ministries, additional services are planned to come online in 2003-04 as Alberta further expands and enhances its online services.

Performance Measure: Percentage of Albertans accessing services through Service Alberta have a positive experience.

Description

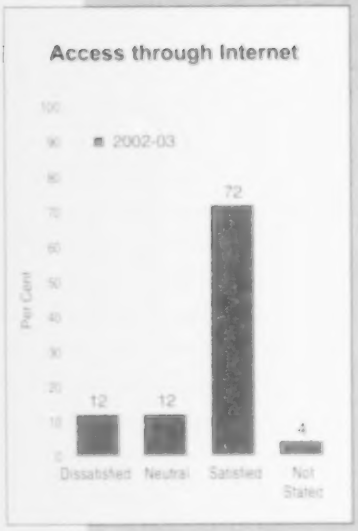
This measure focuses on the experience Albertans have when accessing government services through the Service Alberta Web site and Contact Centre. Service Alberta is a key administrative initiative for the Government of Alberta and is still in the early stages of implementation. Its goal is to improve client access to programs and services with a long-term target of 90 per cent client satisfaction. In the interim, the 90 per cent target serves as a yardstick against which to measure our progress.

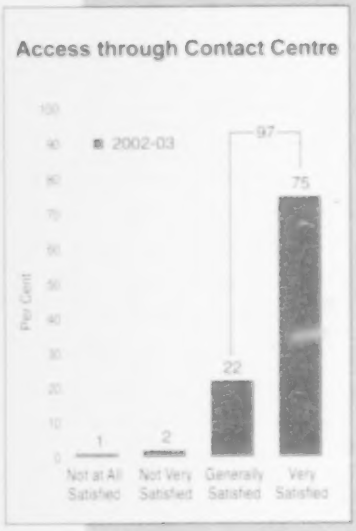
Results

Results are provided for two channels of access:

- **97 per cent (key performance measure)** of respondents were satisfied with their experience accessing the Service Alberta Contact Centre.
- **72 per cent (key performance measure)** of respondents reported satisfaction with the service or information they received through the Internet.

Access through the Contact Centre exceeded the long-term target of 90 per cent. Satisfaction ratings for services through the Internet demonstrated good progress toward the long-term target.





Analysis

The target for this new measure reflects the long-term desired outcome once Service Alberta is fully implemented. In the interim, as Service Alberta implementation proceeds on an incremental basis, progress towards this long-term target is assessed. The ministry is encouraged by the 72 per cent satisfaction level with services or information gained via the Internet and will continue its development efforts.

Satisfaction among callers to the Service Alberta Contact Centre, which is managed by the Public Affairs Bureau, is extremely high, with 75 per cent of respondents indicating they were "very satisfied" and a further 22 per cent indicating that they were "generally satisfied." The Contact Centre is a well-known and well-established service, which may contribute to the level of positive responses.

Goal 4: First class support services delivered to the Government of Alberta.

Overview

As part of our core business of leading service improvement initiatives on behalf of the Government of Alberta, the ministry continued to support the establishment of the Alberta Corporate Service Centre (ACSC). Now in its second full year of operation, ACSC is dedicated to improving the efficiency and cost effectiveness of the government's administrative services through a "shared services" model. ACSC seeks to provide innovative and economical finance, administration, human resource and information technology services to respond to the needs of ministries.

In developing a vision for the ACSC delivery approach, the following goals were identified:

- ✓ To add value to the government as a whole by creating consistencies in approach that facilitate collaboration and synergy;
- ✓ To add value to individual ministries by freeing them from support activity so they can focus on the strategic and program delivery aspects of their enterprise and by improving support available;
- ✓ To achieve savings through efficiencies and economies of scale.

As it moves forward with this vision, ACSC continues to examine its organizational framework and, where appropriate, make changes to promote optimal service delivery, accountability and value.

Alberta Corporate Service Centre

The budget for ACSC is unique in that the majority of its expenditures are charged directly back to each ministry based on the costs incurred in meeting identified service requirements[4]. Therefore, the budget for ACSC is directly dependent upon the needs of the ministries and the level of services they require and agree to fund. Due to the size and scope of ACSC, this core business accounted for 71.9 per cent ($159.1 million) of 2002-03 Government Services operating expenditures.

[4] Note that Supply Management services of approximately $6.5 million are not charged back to ministries.

Activities/Achievements

Delivered Services Innovatively and Responsively.

- ✓ Optimized cellular telephone services resulting in cost savings of approximately $500,000.
- ✓ Implemented migration to alternate telecommunications service resulting in savings of over $710,000.
- ✓ Consolidated courier service and in-house delivery to Edmonton provincial government locations with savings of $35,000.
- ✓ Initiated projects to begin a strategic sourcing strategy and to consolidate supply purchases (e.g., aggregating information technology hardware purchases on a quarterly basis with savings of $1.13 million).
- ✓ Consolidated existing forms warehousing and established online, one-stop forms ordering.
- ✓ Continued consolidation and rationalization of library services has resulted in a further savings of $75,000.
- ✓ Redesigned the ACSC InfoLink Web site to provide a higher level of customer service and improved access to information.
- ✓ ACSC achieved a five per cent increase in employee satisfaction to 83 per cent. This overall satisfaction rating exceeded the government average of 81 per cent.

How big is ACSC?

To appreciate the size of the ACSC initiative, consider the number of transactions processed during 2002-03:

Finance

- Processed more than 105,000 electronic payment system invoices monthly;
- Expanded expense claims processing to include all ministries; and
- Processed almost 75,000 claims totalling more than $26 million.

Human Resource

- Conducted approximately 4,970 staffing transactions;
- Handled 117 employee relations grievances;
- Produced more than 315,000 salary payments;
- Provided over 8,900 staff with training; and
- Conducted 768 occupational health and safety interventions.

Information Technology

- Received more than 170,000 calls to the Distributed Computing Help Desk; and
- Provided more than 31,900 desktop transactions (installs, moves, adds, changes).

Administration

- Handled 11 million pieces of mail and 110,000 courier deliveries;
- Produced 35 million black-and-white copies and one million colour copies;
- Circulated 40,000 interlibrary loans;
- Acquired 5,000 periodicals and books; and
- Processed 15,000 purchase orders.

Performance Measures – Goal 4

Performance Measure: Percentage of customers satisfied overall with services.

Description

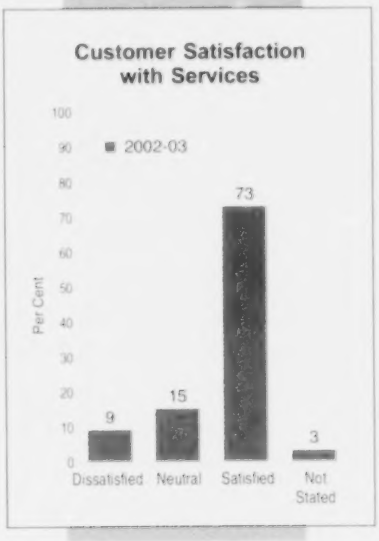
This measure assesses customer satisfaction with services provided by ACSC. As the initial survey was completed in June 2002, neither a baseline nor a target were established in the 2002-05 Business Plan.

Results

Direct customer satisfaction rating is **73 per cent (key performance measure)**.

Analysis

ACSC uses this customer feedback to assist in establishing priorities for service improvements.



Performance Measure: Projected gross operating savings are achieved.

Description

This measure relates to cost savings associated with the provision of efficient services. The target is $4.2 million.

Results

ACSC has reported savings of **$2.44 million (key performance measure)** as a result of specific efficiency initiatives.

Analysis

ACSC believes that it has added value to Government of Alberta operations through consolidation of purchasing, realignment of business services, more effective deployment of resources and process improvements.

Performance Measure: Percentage of performance targets in service level agreements that are met.

Description

This performance measure indicates the number of service levels that have been met. The target is 75 per cent.

Results

No direct results will be available until 2003-04.

Analysis

ACSC continues to work with its customers to establish service standards. Formal measurement tools will be established in 2003-04 and baseline data will be collected.

In the interim, the customer satisfaction measure provides an indirect assessment of ACSC's performance in delivering services.

Performance Measure: Percentage of the business processes reviewed and re-engineered (approximately 200 in total).

Description

By reviewing and re-engineering business processes, continual improvements may be made to ensure that first-class support services are delivered to the Government of Alberta. The target is 75 per cent of the business processes reviewed and re-engineered.

Results

There is insufficient definition on the number and type of business processes that are suitable candidates for re-engineering. This generic measure is not meaningful and will be replaced in future business plans with initiative-specific targets.

Analysis

In the first year of operation, ACSC focused on building the organization. In the second year, establishing baseline metrics became the priority. In the future, greater attention will be focused on implementation of significant improvements in the way business is done.

Expanding on its tradition of providing excellent service to the public, Alberta Government Services also provides support services to other provincial ministries and government bodies.

- Goal 5: Effective access to information and protection of privacy.
- Goal 6: Government regulations are simplified and reduced.

Goal 5: Effective access to information and protection of privacy.

Government Support

($2.4 million)
1.1%

Providing effective access to information, privacy protection and other service improvements for government consumed 1.1 per cent ($2.4 million) of the ministry's 2002-03 operating budget.

Overview

The Information Management, Access and Privacy division co-ordinates the province-wide administration of the *Freedom of Information and Protection of Privacy* legislation, prepares amendments to the legislation and provides ongoing support for provincial ministries and local public bodies. The division also has responsibility for planning and supporting the implementation of legislation in the area of privacy protection in the private sector.

The division also directs and co-ordinates the Government of Alberta's Information Management Framework and records management program. The Information Management Framework is being developed to provide a consistent approach to managing information across government. The division administers the Alberta Records Management Committee, which is responsible for approving records disposition schedules. It also provides leadership and support to ministries in managing information assets.

Activities/Achievements

Freedom of Information and Protection of Privacy (FOIP).

- ✓ Provided technical support to the Select Special Freedom of Information and Protection of Privacy (FOIP) Act Review Committee. The committee made recommendations to amend the FOIP Act and Regulation to improve the functioning of the act and support e-commerce and alternate service delivery by government.
- ✓ Trained ministries, agencies and local bodies on the FOIP Act. 22 sessions were held for more than 630 participants.

- ✓ Maintained a help desk and responded to more than 1,600 calls to assist government staff on the application of the FOIP Act. In 2002-03, the ministry received more than 1,600 calls. Other resources included the Web site (www.gov.ab.ca/foip) to provide information to both internal government staff and the public. In 2002-03, the Web site received more than 759,000 hits.

Interested in learning more about FOIP?

In accordance with legislation, Government Services publishes a comprehensive annual report on FOIP activities. Readers who are interested in learning more about the administration and application of FOIP legislation in Alberta or who wish to obtain specific statistics are encouraged to review these annual reports. They are available at **www3.gov.ab/foip**.

Private Sector Privacy Legislation.

- ✓ Consulted with private sector and non-profit organizations and the Alberta public, to explore support for, and implications of, Alberta's response to the protection of personal information in the private sector. The public opinion poll found overwhelming support for made-in-Alberta legislation.
- ✓ Developed the draft *Personal Information Protection Act* (PIPA) in response to the federal *Personal Information Protection and Electronic Documents Act*. PIPA will provide a simpler and easier framework for Alberta businesses to follow.

What is private sector privacy?

Legislation that addresses the protection of personal information held by the private sector. It provides:

- A common set of rules for the collection, use and disclosure of personal information;
- Individuals with the right to access their own personal information and request corrections if necessary;
- A response to international trends to address private sector privacy;
- A response to the majority of Albertans who want this kind of protection; and
- A harmonized legal framework for interprovincial, national and international trade.

Information Management Support for Ministries.

- ✓ Co-championed the corporate Information Management Framework with Alberta Innovation and Science and chaired a cross-ministry task force to foster its development and implementation for government;
- ✓ Developed a corporate approach and a strategic business case for electronic information management in government;
- ✓ Supported Municipal Affairs Business Resumption Planning Initiative by providing guidance on vital records;
- ✓ Published guidelines for ministries on managing e-mail as well as official and transitory records;

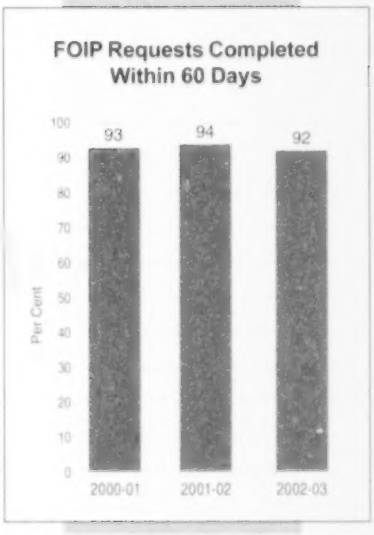
- ✓ Developed a new course that will be mandatory for all government employees – Managing Information @ Work. The training supports good business practices in the area of information management and FOIP.
- ✓ Provided a Web site to provide information to government staff (www.im.gov.ab.ca). The Web site had more than 75,000 hits in 2002-03.
- ✓ Commenced the development of an improved review process for the Alberta Records Management Committee that will result in more timely approval of record disposition schedules.

Performance Measures – Goal 5

Performance Measure: Percentage of FOIP requests completed by government public bodies within 60 days or less.

Description

In order to track the compliance of government public bodies to the access provisions of the FOIP Act, the percentage of FOIP requests completed within legislative guidelines is assessed. The target is 92 per cent of requests completed within 60 days.



Results

92 per cent (key performance measure) of FOIP requests were completed within 60 days.

Analysis

The target of 92 per cent has been met even though the volume and complexity of FOIP requests continues to increase. In particular, requests for general information, which can take longer to process, have increased by 19 per cent.

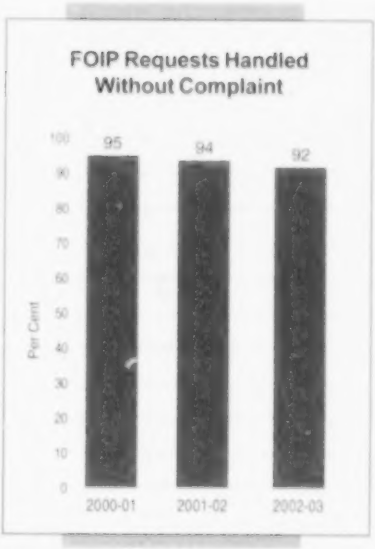
Performance Measure: Percentage of FOIP requests handled without complaint to the Information and Privacy Commissioner.

Description

This measure assesses the success of public bodies in administering the FOIP *Act* without receiving complaints from clients. The target is 95 per cent of requests handled without complaint.

Results

92 per cent (key performance measure) of FOIP requests have been handled without complaint, which is slightly less than the target of 95 per cent.



Analysis

This ministry's efforts to train and support FOIP staff throughout the provincial government have been successful as evidenced by the low number of complaints (eight per cent of 2,470 FOIP requests). This is especially encouraging given that the volume of FOIP requests increased by 12 per cent in 2002-03. These results demonstrate the level of openness and transparency that Albertans can expect from their government. As a result of the increasing volumes, the target outlined in the 2003-06 Business Plan has been set to a more reasonable level of 90 per cent.

Performance Measure: Percentage of customers satisfied with the quality of services provided.

Description

Customer satisfaction survey targeted at FOIP co-ordinators throughout the provincial government.

Analysis

The intent of this measure was to assess how satisfied ministry FOIP co-ordinators were with the education, interpretative and advisory services provided by this ministry. However, as these co-ordinators (i.e., our clients) were involved in extensive consultations relating to the review of the FOIP *Act*, it was decided to defer this satisfaction research to a more appropriate time.

Goal 6: Government regulations are simplified and reduced.

Overview

The Regulatory Review Secretariat, which has been with the ministry since its formation in May 1999, continues to work with other ministries to review their regulations. The overall goal is to ensure that Alberta has a streamlined, effective and efficient regulatory environment. If a regulation is not necessary for the maintenance and enhancement of the public good and does not contribute significantly to the economic goals of the province, the need for the regulation must be seriously questioned. The main processes associated with the regulatory review function are to:

- Review regulations enacted prior to January 1, 1996 and determine if these regulations are still relevant and current; and
- Ensure that all subsequent regulations have, where appropriate, a sunset clause. This clause places an expiry date on the regulation and requires ministries to review the regulation prior to the expiry date, determine if it is still relevant and renew if required.

Activities/Achievements

- ✓ As reported through a comprehensive database maintained through the Secretariat, a total of 155 regulations were reviewed during 2002-03.
- ✓ Alberta continues to be a leader in Canada in applying due diligence to its regulatory affairs, continually reminding businesses that the Alberta Advantage means "open for business" and "less red tape."

Aside from working with other ministries through the Regulatory Review Secretariat, Government Services is also responsible for its own regulations and maintains a very active regulatory schedule. As of April 2, 2003, the ministry was responsible for 68 regulations associated with its 35 acts. The list at left highlights the ministry's regulatory activity throughout the year.

New Regulations
- Motor Vehicle Registry Service Charges Regulation

Regulations Repealed and Re-enacted
- Electricity Marketing Regulation

Regulations that had an Expiry Date Inserted
- Personal Property Security Forms Regulation

Regulations Amended
- Co-operatives Regulation
- Freedom of Information and Protection of Privacy Regulation
- Garage Keepers' Form Regulation
- Real Estate (Ministerial) Regulation

Regulations Reviewed
- Appeal Board Regulation
- Direct Selling Business Licensing Regulation
- Prepaid Contracting Business Licensing Regulation
- Time Share Contracts Regulation
- Registry Services (Non-payment of Fees) Regulation
- Mobile Home Sites Tenancies Ministerial Regulation
- Cemeteries Exemption Regulation
- Exemption Regulation (under Funeral Services Act)

Regulations that received an Exemption
- Foreign Ownership of Land Regulation

Performance Measures – Goal 6

Performance Measure: Percentage of government regulations in existence prior to January 1, 1996, that are reviewed.

Description

This performance measure indicates the percentage of government regulations in existence prior to January 1, 1996 that have been reviewed to date. The target for this performance measure is that all remaining regulations be reviewed by March 31, 2003.

Results

97 per cent (key performance measure) of the pre-1996 regulations have been reviewed.

Regulations Scheduled to be Reviewed		Progress To-Date (as of March 31, 2003)
Number of regulations at beginning of review [1]		1,201
Regulations reviewed [2]		
Re-enacted with expiry date	407	
Re-enacted without expiry date	60	
Exempted	255	
Repealed	295	
Merged	142	1,159
Regulations left to be reviewed or in progress		**42**

1 Number of regulations in effect in December, 1995 which were identified in the first work plans submitted by the ministries to the Regulatory Reform Task Force.

2 This figure includes regulations enacted with an expiry date; enacted without an expiry date; repealed regulations; regulations exempted; and those that have been merged into others.

Analysis

Though the review was not completed by March 31, 2003, the review of 97 per cent of pre-1996 regulations has ensured Alberta's regulatory environment is streamlined, effective and incorporates regular review. The complexity of the remaining regulations requires that additional effort and resources be invested by other ministries to complete the final review of the regulations. The Regulatory Review Secretariat continues to work with ministries to promote the completion of this initiative.

Performance Measure: Percentage of ministry's regulations that are reviewed as per expiry dates.

Description

This measure is used to assess the ministry's commitment to maintaining an up-to-date regulatory review process. In 2002-03, the ministry's target was to review the seven regulations that were set to expire during the year.

Results

The **seven regulations (key performance measure)** requiring review were completed before their expiry dates.

Regulations Requiring Review	No. of Regulations
Renewed with Expiry	6
Registry Services (Non-payment of Fees) Regulation	
Mobile Home Sites Tenancies Ministerial Regulation	
Appeal Board Regulation	
Direct Selling Business Licensing Regulation	
Prepaid Contracting Business Licensing Regulation	
Time Share Contract Regulation	
Not Renewed	-
Exempted	1
Foreign Ownership of Land Regulation	
Total	**7**

Analysis

The ministry continues to comply with the overall government objective of a streamlined and efficient regulatory environment.

Integrated Results Analysis

Government Services continues to make progress in achieving its business plan goals and the performance targets set out for each core business. The ministry's budget was adjusted to reflect a supplementary estimate for the driver's licence and the transfer of the Supply Management Branch from Alberta Infrastructure. In addition to these new initiatives, actual expenditures increased over the prior year as a result of the commencement of the Registries Renewal Initiative.

The variance between budgeted and actual operating expenditures outlined in the chart below was more than offset by reduced capital spending. This ensured that fiscal expenditure targets were met and resources were reallocated to respond to increasing client demand in priority program areas. As a result, most service levels have been maintained in spite of rapidly increasing transaction volumes and little or no increase in base operating expenses.

Operating Expense by Core Business
(millions of dollars)

	2001-02	2002-03			2002-03
	Actual (per 2001-02 Annual Report)	Estimates (per 2002-05 Business Plan)	Adjustments*	Authorized Budget	Actual
Core Business 1 Consumer and Registry Services	46.8	53.8	1.8	**55.6**	58.9
Core Business 2 Service Improvement Initiatives	144.1	156.6	7.8	**164.4**	162.4
	$ 190.9	**$ 210.4**	**$ 9.6**	**$ 220.0**	**$ 221.3**

* Adjustments include Supplementary Estimates, program transfers and encumbrances.

Success for the ministry's first core business, supporting a fair and effective marketplace by providing licensing and registry services and promoting consumer protection, is assessed primarily in terms of client satisfaction with the quality of information and services that are available. Transaction volumes increased by more than seven per cent in 2002-03, continuing a trend of growing service requirements for the province. In spite of this increase in volume, the ministry not only met its performance targets, but exceeded many of them. Call

centre client satisfaction, whether for registry or consumer clients, also exceeded targets. Although the complexity of calls increased, the ministry maintained its tradition of service excellence. As well, by focusing on client results, the dollars returned to Albertans through consumer investigations increased by more than 173 per cent.

The ministry is unique in that it provides programs and services to Albertans and also leads service improvements on behalf of the Government of Alberta. This includes enhancing Albertans' access to government, ensuring protection of privacy and streamlining common ministry program support processes. Cost savings continue to be realized by government as a result of the work of ACSC, which in turn frees up funds to support the priorities of Albertans. Service Alberta is leading an initiative to provide access for Albertans to government information and services and has been able to make progress even though no supplementary funding has been provided. Innovative use of technology and the creative contributions of solutions and resources from across government are helping to make this a reality. Efficient use of resources is also helping to ensure that Albertans have superb information privacy and access management services. Numbers of attendees at FOIP training sessions increased 27 per cent this year, with only a four per cent increase in program expense. These results are indicative of the efforts under way within the ministry to provide maximum service results with minimal or no increase in expenditures.

The ministry's commitment to service excellence is demonstrated through the consistently high number of performance targets that are met or exceeded. However, the ability to continue to fund these service levels given the growing demand is a significant challenge. As a major contributor to the province's general revenue, the ministry is significantly affected by increasing demand and transaction volumes that impact the overall ability of the government to address the needs of Albertans. Without an opportunity to have the Government Services resource base aligned with the increased cost of delivering services (and generating revenue), future performance against these targets will likely diminish. ■

Forward Looking Information

Government Services is preparing for the future and recognizing the challenges and opportunities that lie ahead. The ministry continues to grow in scope and volume of business and there are exciting opportunities to enhance service delivery through such options as electronic commerce and Internet access to government services. Key areas to be addressed in the upcoming year include:

- **Registries Renewal Initiative**
  The renewal of the ministry's existing systems for the Personal Property, Land Titles and Motor Vehicles registries will be a sustained focus over the next five-to-seven years. Plans for 2003-04 include redevelopment of the Personal Property Registry, enhanced search services for Land Titles systems and the identification of information and business requirements to initiate the Motor Vehicles Registry renewal component.

- **Security and Privacy**
  Security and privacy of information is a growing concern for Albertans. When implemented in 2003-04, the new driver's licence will be the most secure of its type, employing modern security features that ensure the licence cannot be tampered with – mechanically or chemically – without rendering the card useless.

  As well, the need to provide privacy protection for personal information held by the private sector has led the ministry to introduce the *Personal Information Protection Act*. Support in the form of information and advice will be provided to businesses in Alberta as they prepare to implement this new legislation.

- **Legislative Renewal**
  A key initiative will be the review of the *Residential Tenancies Act* and the *Mobile Home Sites Tenancies Act*. The review is aimed at developing new policy options for Alberta's landlord-tenant legislation that balance the interests of both tenants and landlords for dispute resolution, security deposit administration and enforcement and other rental accommodation issues. ■

Financial Statements

Ministry of
Government Services

March 31, 2003

Auditor's Report

Statement of Operations

Statement of Financial Position

Statement of Changes in Financial Position

Notes to the Financial Statements

Schedule of Revenues

Schedule of Dedicated Revenue Initiatives

Schedule of Expenses—Directly Incurred Detailed by Object

Schedule of Budget

Schedule of Comparison of Expenses—Directly Incurred and Capital Investments by Element to Authorized Budget

Schedule of Salary and Benefits

Schedule of Related Party Transactions

Schedule of Allocated Costs

AUDITOR GENERAL
Alberta

AUDITOR'S REPORT

To the Members of the Legislative Assembly

I have audited the statement of financial position of the Ministry of Government Services as at March 31, 2003 and the statements of operations and changes in financial position for the year then ended. These financial statements are the responsibility of the management of the Ministry. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

The Ministry is required to follow the corporate government accounting policies and reporting practices established by Alberta Finance, including the following policy that is an exception from Canadian generally accepted accounting principles. Capital assets purchased with a cost of under $15,000 are expensed in the year acquired rather than being capitalized and amortized over their useful lives. Consequently, a significant amount of resources available to the Ministry have been recorded as if they have been consumed. In my view, capital assets of approximately $6,445,000 should be recognized as assets in the accompanying statement of financial position. The effect of this understatement of assets is to overstate expenses for the year ended March 31, 2003 by $5,353,000.

In my opinion, except for the effects of the matter discussed in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of the Ministry as at March 31, 2003 and the results of its operations and the changes in its financial position for the year then ended in accordance with Canadian generally accepted accounting principles.

Fred J. Dunn
FCA
Auditor General

Edmonton, Alberta
May 23, 2003

MINISTRY OF GOVERNMENT SERVICES
STATEMENT OF OPERATIONS
Year ended March 31, 2003
(thousands of dollars)

	2003 Budget (Schedule 4)	2003 Actual	2002 (1) Actual
Revenues (Schedules 1 and 2)			
Fees and licences	$ 305,078	$ 304,234	$ 266,326
Other revenue	155,431	154,479	144,615
	460,509	458,713	410,941
Expenses - Directly Incurred (Note 2b and Schedule 8)			
Voted (Schedules 3 and 5)			
Ministry Support Services	21,964	21,736	20,856
Licensing, Registry and Consumer Services	33,341	38,549	27,727
Service Alberta	531	545	496
Government Support Services	1,815	1,883	1,808
Alberta Corporate Service Centre	161,514	158,115	148,323
	219,165	220,828	199,210
Statutory (Schedules 3 and 5)			
Personal property security judgements	25	-	-
Land Titles Registrar's assurance liabilities	150	85	6
Valuation adjustments			
Provision for Doubtful accounts	10	40	70
Provision Increase for Vacation pay	364	349	244
	549	474	320
Total expenses	219,714	221,302	199,530
Loss on Disposal of Capital Assets	-	400	-
Net operating results	$ 240,795	$ 237,011	$ 211,411

(1) March 31, 2002 has been restated to include Supply Management Branch which transferred from Infrastructure to ACSC effective April 1, 2002 (Order in Council #224/2002).

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF GOVERNMENT SERVICES
STATEMENT OF FINANCIAL POSITION
March 31, 2003
(thousands of dollars)

	2003	2002 (1)
ASSETS		
Cash	$ 60,454	$ 47,549
Accounts receivable (Note 3)	9,528	8,873
Capital assets (Note 5)	10,527	6,465
	$ 80,509	$ 62,887
LIABILITIES		
Accounts payable and accrued liabilities (Note 6)	$ 40,948	$ 33,149
Unearned revenue	140,502	123,104
	181,450	156,253
NET LIABILITIES		
Net Liabilities at beginning of year	(93,366)	(84,725)
Net operating results	237,011	211,411
Net transfer to general revenues	(244,586)	(220,052)
Net Liabilities at end of year	(100,941)	(93,366)
	$ 80,509	$ 62,887

(1) March 31, 2002 has been restated to include Supply Management Branch which transferred from Infrastructure to ACSC effective April 1, 2002 (Order in Council #224/2002).

The accompanying notes and schedules are part of these financial statements.

MINISTRY OF GOVERNMENT SERVICES
STATEMENT OF CHANGES IN FINANCIAL POSITION
Year ended March 31, 2003
(thousands of dollars)

	2003	2002
Operating transactions		
Net operating results	$ 237,011	$ 211,411
Non-cash items		
Amortization	3,967	3,456
Loss on disposal of capital assets	400	
Valuation adjustments	389	314
	241,767	215,181
Increase in accounts receivable	(696)	(3,003)
Increase in accounts payable and accrued liabilities	7,449	12,990
Increase (Decrease) in unearned revenue	17,399	(450)
Cash provided by operating transactions	265,919	224,718
Investing transactions		
Purchase of capital assets (Schedule 5)	(6,329)	(4)
Total transfer of capital assets from other ministries	(2,099)	(5,931)
Cash used for investing transactions	(8,428)	(5,935)
Financing transactions		
Net transfer to general revenues	(244,586)	(220,052)
Net cash provided (used)	12,905	(1,269)
Cash, Beginning of year	47,549	48,818
Cash, End of year	$ 60,454	$ 47,549

The accompanying notes and schedules are part of these financial statements.

Note 1 Authority and Purpose

The Ministry of Government Services operates under the authority of the *Government Organization Act*, Chapter G-10, Revised Statutes of Alberta 2000.

The ministry supports a fair and effective marketplace in Alberta by providing licensing and registry services and promoting consumer protection. As well, the ministry leads service improvement initiatives to improve Albertans' access to government, ensure protection of privacy, and streamline common ministry program support processes.

Note 2 Summary of Significant Accounting Policies and Reporting Practices

The recommendations of the Public Sector Accounting Board of the Canadian Institute of Chartered Accountants are the primary source for the disclosed basis of accounting. Recommendations of the Accounting Standards Board of the Canadian Institute of Chartered Accountants, other authoritative pronouncements, accounting literature, and published financial statements relating to either the public sector or analogous situations in the private sector are used to supplement the recommendations of the Public Sector Accounting Board where it is considered appropriate. These financial statements are prepared in accordance with the following accounting policies that have been established by government for all ministries.

(a) Reporting Entity

All ministries of the Government of Alberta operate within the General Revenue Fund (the Fund). The Fund is administered by the Minister of Finance. All cash receipts of the ministries are deposited into the Fund and all cash disbursements made by ministries are paid from the Fund. Net transfer (to) from General Revenues is the difference between all cash receipts and all cash disbursements made.

(b) Basis of Financial Reporting

Revenues

All revenues are reported on the accrual method of accounting. Cash received for which goods or services have not been provided by year end is recorded as unearned revenue.

Internal Government Transfers

Internal government transfers are transfers between entities within the government reporting entity where the entity making the transfer does not receive any goods or services directly in return.

Note 2 **Summary of Significant Accounting Policies and Reporting Practices (continued)**

(b) Basis of Financial Reporting (continued)

Dedicated Revenue

Dedicated revenue initiatives provide a basis for authorizing spending. Dedicated revenues must be shown as credits or recoveries in the details of the Government Estimates for a supply vote. If actual dedicated revenues are less than budget and total voted expenses are not reduced by an amount sufficient to cover the deficiency in dedicated revenues, the following years's voted expenses are encumbered. If actual dedicated revenues exceed budget, the ministry may, with the approval of the Treasury Board, use the excess revenue to fund additional expenses on the program.
Schedule 2 discloses information on the ministry's dedicated revenue initiatives.

Expenses

Directly Incurred

Directly incurred expenses are those costs the ministry has primary responsibility and accountability for, as reflected in the government's budget documents.

In addition to program operating expenses like salaries, supplies, etc., directly incurred expenses also include:

- amortization of capital assets.
- pension costs which comprise the cost of employer contributions for current service of employees during the year.
- valuation adjustments which include changes in the valuation allowances used to reflect financial assets at their net recoverable or other appropriate value. Valuation adjustments also represent the change in management's estimate of future payments arising from obligations relating to vacation pay, guarantees and indemnities.

Incurred by Others

Services contributed by other entities in support of the ministry operations are disclosed in Schedule 8.

Assets

Financial assets of the ministry are limited to financial claims, such as advances to and receivables from other organizations, employees and other individuals as well as inventories held for resale.

Assets acquired by right are not included. Capital assets of the ministry are recorded at historical cost and amortized on a straight-line basis over the estimated useful lives of the assets. The threshold for capitalizing new systems development is $100,000 and the threshold for all other capital assets is $15,000.

Donated capital assets are recorded at their fair value at the time of contribution.

Note 2 Summary of Significant Accounting Policies and Reporting Practices (continued)

(b) Basis of Financial Reporting (continued)

Assets (continued)

When physical assets (capital assets and inventories) are gifted or sold for a nominal sum to parties external to the government reporting entity, the fair values of these physical assets less any nominal proceeds are recorded as grants in kind.

Liabilities

Liabilities represent all financial claims payable by the ministry at fiscal year end.

Net Assets/Net Liabilities

Net assets/net liabilities represents the difference between the carrying value of assets held by the ministry and its liabilities.

Note 3 Accounts Receivable

(thousands of dollars)

	2003			2002
	Gross Amount	Allowance for Doubtful Accounts	Net Realizable Value	Net Realizable Value
Accounts receivable	$ 9,090	$ (139)	$ 8,951	$ 8,661
Refunds from suppliers	577	—	577	212
	$ 9,667	$ (139)	$ 9,528	$ 8,873

Accounts receivable are unsecured and non-interest bearing. The accounts receivable amounts include $1,563 (2002 – $1,937) to be received from other government ministries.

Note 4 Valuation of Financial Assets and Liabilities

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of accounts receivable, accounts payable and accrued liabilities are estimated to approximate their carrying values.

Note 5 Capital Assets

(thousands of dollars)

		2003			2002
	Estimated Useful Life	Cost	Accumulated Amortization	Net Book Value	Net Book Value
Equipment	3-10 years	$ 3,246	$ (2,304)	$ 942	$ 505
Computer hardware and software	3-5 years	58,264	(48,679)	9,585	5,960
		$ 61,510	$ (50,983)	$ 10,527	$ 6,465

- Equipment includes telephone system.
- Computer hardware and software includes Government of Alberta Data Centre assets.

Note 6 Accounts Payable

(thousands of dollars)

Accounts payable includes funds collected on behalf and payable to the Ministry of Justice in the amount of $4,524 (2002 - $3,931).

Note 7 Commitments

(thousands of dollars)

At March 31, 2003, the ministry has the following commitments:

	2003	2002
Service contracts	$ 135,320	$ 57,531
Long-term leases (a)	1,259	—
	$136,579 (b)	$ 57,531

(a) The ministry leases certain equipment under operating leases that expire on various dates to 2007. The aggregate amounts payable for the unexpired terms of these leases are as follows:

2004	$ 472
2005	368
2006	368
2007	51
	$ 1,259

(b) This includes $73,660 for contracts managed by the ministry (i.e. by ACSC) on behalf of other ministries. 2002 and 2003 information are not comparable due to a change in business practice.

Note 8 Contingencies

(thousands of dollars)

At March 31, 2003, the ministry is a defendant in eight legal claims (2002 – six legal claims). Seven of these claims have specified amounts totaling $3,514 and the remaining one has no specified amount (2002 – five claims with specified amount of $873 and none with no specified amount). One claim amounting to $840 is covered by the Alberta Risk Management Fund.

The resulting loss, if any, from these claims cannot be determined.

Note 9 Trust Funds Under Administration

(thousands of dollars)

The ministry administers trust funds that are regulated funds consisting of public money over which the legislature has no power of appropriation. Because the province has no equity in the funds and administers them for the purpose of various trusts, they are not included in the ministry's financial statements.

As at March 31, 2003 trust funds under administration were as follows:

	2003	2002
Collection Practices Trust Account	$ 49	$ 36
Miscellaneous Trust Funds	1,528	161
	$ 1,577	$ 197

Note 10 Defined Benefit Plans

(thousands of dollars)

The ministry participates in the multiemployer pension plans, Management Employees Pension Plan and Public Service Pension Plan. The ministry also participates in the multiemployer Supplementary Retirement Plan for Public Service Managers. The expense for these pension plans is equivalent to the annual contributions of $4,206 for the year ended March 31, 2003 (2002 - $3,347).

At December 31, 2002, the Management Employees Pension Plan reported a deficiency of $301,968 (2001 – surplus $5,338) and the Public Service Pension Plan reported an actuarial deficiency of $175,528 (2001 – surplus $320,487). At December 31, 2002, the Supplementary Retirement Plan for the Public Service Managers had an actuarial surplus of $6,472 (2001 – actuarial deficiency $399).

The ministry also participates in two multiemployer Long Term Disability Income Continuance Plans. At March 31, 2003, the Bargaining Unit Plan reported an actuarial deficiency of $14,434 (2002 – deficiency $8,646) and the Management, Opted Out and Excluded Plan an actuarial deficiency of $3,053 (2002 – deficiency $2,656). The expense for these two plans is limited to employer's annual contributions for the year.

Note 11 **Comparative Figures**

Certain 2002 figures have been reclassified to conform to the 2003 presentation.

Note 12 **Approval of Financial Statements**

The financial statements were approved by the Senior Financial Officer and the Deputy Minister.

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Revenues
Year ended March 31, 2003
(thousands of dollars)

Schedule 1

	2003		2002
	Budget	Actual	Actual
Fees and licences			
Motor vehicles	$ 254,356	$ 248,147	$ 215,145
Land titles	33,032	37,706	33,930
Personal property registry	4,641	4,766	4,659
Business Corporations Act	4,604	4,727	4,470
Electronic gateway	4,242	4,403	4,011
Vital statistics	2,805	3,019	2,743
Marriage licences	713	733	722
Licensing of businesses and trades	375	400	359
Name changes	257	288	243
Other	53	45	44
	305,078	304,234	266,326
Other revenue			
Alberta Corporate Service Centre [1]	155,219	154,304	144,257
Refunds of expenditure	-	5	146
Miscellaneous	212	170	212
	155,431	154,479	144,615
	$ 460,509	$ 458,713	$ 410,941

(1) ACSC revenue includes a prior year expenditure recovery of $441, relating to an over-accrual of 2001/02 accrued liability.

Schedule 2

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Dedicated Revenue Initiatives
Year ended March 31, 2003
(thousands of dollars)

	2003			
	Authorized Dedicated Revenues	Actual Dedicated Revenues	(Shortfall) / Excess	
Alberta Corporate Service Centre	$ 155,219	$ 153,659	$ (1,560)	(1)
	$ 155,219	$ 153,659	$ (1,560)	

Alberta Corporate Service Centre

Ministries are charged for the management and administrative costs of the shared services delivery model. Revenue reported is included in Schedule 1 under "Other Revenue" and is net of Government Services' departmental portion of $15,211.

(1) Shortfall is deducted from current year's authorized budget, as disclosed in Schedules 4 and 5 to the financial statements. $1,560 shortfall includes $260 in statutory valuation adjustment, which may not be billed back to ministries.

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Expenses — Directly Incurred Detailed by Object
Year ended March 31, 2003
(thousands of dollars)

Schedule 3

	2003		2002
	Budget	Actual	Actual
Voted			
Salaries, wages and employee benefits	$ 84,257	$ 90,638	$ 80,895
Supplies and services	129,039	126,135	114,782
Other	83	88	77
Amortization of capital assets	5,786	3,967	3,456
Total voted expenses	$ 219,165	$ 220,828	$ 199,210
Statutory			
Personal property security judgements	$ 25	$ -	$ -
Land Titles Registrar's assurance liabilities	150	85	6
Valuation adjustments			
Provision for Doubtful accounts	10	40	70
Provision Increase for Vacation pay	364	349	244
	$ 549	$ 474	$ 320

Schedule 4

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Budget
Year ended March 31, 2003
(thousands of dollars)

	2002-2003 Estimates	Adjustment (a)	2002-2003 Budget	Authorized Supplementary (b)	2002-2003 Authorized Budget
Revenues					
Fees and licences	$ 305,078	$ -	$ 305,078	$ -	$ 305,078
Other revenue	155,431	-	155,431	-	155,431
	460,509	-	460,509	-	460,509
Expenses - Directly incurred					
Voted					
Ministry Support Services	21,964	-	21,964	-	21,964
Licensing, Registry and Consumer Services	33,341	-	33,341	1,846	35,187
Service Alberta	531	-	531	-	531
Government Support Services	1,815	-	1,815	-	1,815
Alberta Corporate Service Centre	161,514	(1,560)	159,954	-	159,954
	219,165	(1,560)	217,605	1,846	219,451
Statutory					
Personal property security judgements	25	-	25	-	25
Land Titles Registrar's assurance liabilities	150	-	150	-	150
Valuation Adjustments					
Provision for Doubtful Accounts	10	-	10	-	10
Provision for Vacation Pay	364	-	364	-	364
	549	-	549	-	549
Total expenses	219,714	(1,560)	218,154	1,846	220,000
Net operating results	$ 240,795	$ 1,560	$ 242,355	$ (1,846)	$ 240,509
Capital investment	$ 8,120	$ -	$ 8,120	$ 2,719	$ 10,839

(a) As dedicated revenues (Schedule 2) were less than the budget, program spending estimates were encumbered. The encumbrance reduced the budgeted amount for voted expenses in the current year. $1,560 includes $260 in statutory valuation which may not be billed back to ministries.

(b) Supplementary Estimate was approved on March 5, 2003.

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Comparison of Expenses — Directly Incurred and Capital Investments by Element to Authorized Budget
Year ended March 31, 2003
(thousands of dollars)

Schedule 5

Voted expenses	2002-03 Estimates	Adjustments (a)	2002-2003 Budget	Authorized Supplementary (b)	2002-03 Authorized Budget	2002-03 Actual Expenses (c)	Unexpended (Over Expended)
Ministry Support Services							
Minister's Office	$ 332	$ -	$ 332	$ -	$ 332	$ 309	$ 23
Deputy Minister's Office	415	-	415	-	415	449	(34)
Business and Financial Services	1,872	-	1,872	-	1,872	1,792	80
Information Technology	7,566	-	7,566	-	7,566	6,167	1,399
Communications	263	-	263	-	263	238	25
Human Resource Services	458	-	458	-	458	476	(18)
Legal Services	80	-	80	-	80	63	17
Shared Services	10,978	-	10,978	-	10,978	12,242	(1,264)
	21,964	-	21,964	-	21,964	21,736	228
Licensing, Registry and Consumer Services							
Registrar's Office	216	-	216	-	216	227	(11)
Private Agent Services / General Registry			-				
-Operating expense	11,110	-	11,110	1,846	12,956	14,255	(1,299)
-Capital investment	-	-	-	2,719	2,719	1,743	976
Land Titles Services	7,551	-	7,551	-	7,551	7,416	135
Consumer Services	4,498	-	4,498	-	4,498	4,572	(74)
Policy, Legislation and Research	2,330	-	2,330	-	2,330	2,341	(11)
Call Centres	1,132	-	1,132	-	1,132	1,126	6
Registries Information Systems							
-Operating expense	6,504	-	6,504	-	6,504	8,612	(2,108)
-Capital investment	8,120	-	8,120	-	8,120	4,586	3,534
	41,461	-	41,461	4,565	46,026	44,878	1,148
Service Alberta							
Program Management Office	531	-	531	-	531	545	(14)
	531	-	531	-	531	545	(14)
Government Support Services							
Regulatory Review Secretariat	142	-	142	-	142	134	8
Information Management, Access and Privacy	1,673	-	1,673	-	1,673	1,749	(76)
	1,815	-	1,815	-	1,815	1,883	(68)

(cont'd)

MINISTRY OF GOVERNMENT SERVICES

SCHEDULE TO FINANCIAL STATEMENTS

Schedule 5

Comparison of Expenses — Directly Incurred and Capital Investments by Element to Authorized Budget

Year ended March 31, 2003

(thousands of dollars)

(cont'd)

	2002-03 Estimates	Adjustments (a)	2002-2003 Budget	Authorized Supplementary (b)	2002-03 Authorized Budget	2002-03 Actual Expenses (c)	Unexpended (Over Expended)
Alberta Corporate Service Centre							
Management and Administration	3,820	-	3,820	-	3,820	3,819	1
Shared Support Services	157,694	(1,560)	156,134	-	156,134	154,296	1,838
	161,514	(1,560)	159,954	-	159,954	158,115	1,839
Total voted expenses	$ 227,285	$ (1,560)	$ 225,725	$ 4,565	$ 230,290	$ 227,157	$ 3,133
Program operating expense	$ 219,165	$ (1,560)	$ 217,605	$ 1,846	$ 219,451	$ 220,828	$ (1,377)
Program capital investment	8,120	-	8,120	2,719	10,839	6,329	4,510
Total voted expenses	$ 227,285	$ (1,560)	$ 225,725	$ 4,565	$ 230,290	$ 227,157	$ 3,133
Statutory expenses							
Personal Property Security	$ 25	$ -	$ 25	$ -	$ 25	$ -	$ 25
Judgements							
Land Titles Registrar's Assurance Liabilities	150	-	150	-	150	85	65
Valuation Adjustments							
Provision for Doubtful Accounts	10	-	10	-	10	40	(30)
Provision for Vacation Pay	364	-	364	-	364	349	15
	$ 549	$ -	$ 549	$ -	$ 549	$ 474	$ 75

(a) As dedicated revenues (Schedule 2) were less than the budget, program spending estimates were encumbered. The encumbrance reduced the budgeted amount for voted expenses in the current year. $1,560 shortfall includes $260 in statutory valuation adjustments which may not be billed back to ministries.

(b) Supplementary estimate was approved on March 5, 2003.

(c) Includes achievement bonuses amounting to $1,375 to its management and opted out employees. This amount has been allocated to relevant programs.

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Salary and Benefits Disclosure
Year ended March 31, 2003

Schedule 6

	2003			2002
	Salary [1]	Benefits and Allowances [2]	Total	Total
Senior Officials				
Deputy Minister [3]	$ 184,624	$ 52,681	$ 237,305	$ 202,579
Executives				
Assistant Deputy Minister Licensing, Registry and Consumer Services	135,743	31,364	167,107	143,598
Managing Director, Service Alberta	135,743	32,710	168,453	144,723
Executive Director, Information Technology	109,240	22,159	131,399	108,870
Senior Financial Officer	108,285	22,351	130,636	117,837
Director, Human Resource Services [4]	90,940	14,134	105,074	135,999
Executive Director, Information Management, Access and Privacy	111,016	23,552	134,568	120,391
Chief Executive Officer, Alberta Corporate Service Centre	156,854	42,461	199,315	178,751

Total salary and benefits relating to a position are disclosed.

(1) Salary includes regular base pay, bonuses, overtime and lump sum payments.

(2) Benefits and allowances include the government's share of all employee benefits and contributions or payments made on behalf of employees including pension, health care, dental coverage, group life insurance, short and long term disability plans, WCB premiums, professional memberships and tuition fees.

(3) Automobile provided, no dollar amount included in benefits and allowances figures.

(4) The previous incumbent's services were at the Executive Director level and were shared with the Department of Municipal Affairs in 2001/02. Effective 2002/03, this position is 100% dedicated to Government Services so is no longer cost shared.

Schedule 7

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Related Party Transactions
Year ended March 31, 2003
(thousands of dollars)

Related parties are those entities consolidated or accounted for on a modified equity basis in the Province of Alberta's financial statements. Related parties also include management in the ministry.

The ministry and its employees paid or collected certain taxes and fees set by regulation for permits, licences and other charges. These amounts were incurred in the normal course of business, reflect charges applicable to all users, and have been excluded from this Schedule.

The ministry had the following transactions with related parties recorded on the Statement of Operations and the Statement of Financial Position at the amount of consideration agreed upon between the related parties:

	Other Entities	
	2003	2002
Revenue		
Alberta Corporate Service Centre billings to other ministries	$ 153,659	$ 144,257
Expenses—Directly incurred		
Supplies and services	$ 221	$ 100
Transfer of capital assets		
from Alberta Innovation and Science	$ (1,877)	$ (5,759)
from Alberta Infrastructure	(263)	-
from Alberta Health and Wellness	-	(123)
from Alberta Agriculture	-	(55)
to Alberta Innovation and Science	41	6
	$ (2,099)	$ (5,931)

During the year, the ministry collected $50,359 (2002 - $49,578) on behalf of the Ministries of Transportation and Justice. Of this amount, the Ministry of Justice reports $34,224 (2002 - $30,406) as trust funds under administration.

The ministry also had the following transactions with related parties for which no consideration was exchanged. The amounts for these related party transactions are estimated based on the costs incurred by the service provider to provide the service. These amounts are not recorded in the financial statements and are disclosed in Schedule 8.

	Other Government Entities	
	2003	2002
Expenses—Incurred by others		
Accommodation	$ 10,368	$ 7,517
Legal services	685	381
	$ 11,053	$ 7,898

MINISTRY OF GOVERNMENT SERVICES
SCHEDULE TO FINANCIAL STATEMENTS
Allocated Costs
Year ended March 31, 2003
(thousands of dollars)

Schedule 8

	2003						2002
		Expenses - Incurred by Others		Valuation Adjustments			
Program	Expenses[1]	Accommodation Costs	Legal Services	Vacation Pay	Doubtful Accounts	Total Expenses	Total Expenses
Ministry Support Services	$ 21,736	$ 687	$ 47	$ 13	$ -	$ 22,483	$ 21,020
Licensing, Registry and Consumer Services	38,549	2,462	403	76	40	41,530	30,578
Service Alberta	545	77	1	2	-	625	583
Government Support Services	1,883	216	65	6	-	2,170	1,971
Alberta Corporate Service Centre	158,115	6,926	169	251	-	165,461	144,666
Registrar's Assurance Liabilities	85	-	-	-	-	85	6
	$ 220,913	$ 10,368	$ 685	$ 348	$ 40	$ 232,354	$ 198,824

1) Expenses - Directly Incurred as per Statement of Operations, excluding valuation adjustments.

Other Financial Information

Ministry of Government Services

Write-offs of Accounts Receivable

For the Year Ended March 31, 2002

Unaudited

The following statement has been prepared pursuant to section 23 of the *Financial Administration Act*.

During 2002-03, there were 79 accounts receivable that were written-off, totalling $17,000. All of the accounts written off related to Land Title receivables.

Acts Administered by Alberta Government Services

The ministry is responsible for a wide array of acts that have a direct impact on the quality of life and the health of the business climate in Alberta. Below is a list of all acts administered by Alberta Government Services. Visit Alberta Government Services Web site (www.gov.ab.ca/gs) to review these acts and their regulations in more detail, or contact the ministry by phone (1-877-427-4088) or e-mail (government.services@gov.ab.ca).

Act	Description
Agricultural and Recreational Land Ownership Act	Designed to prevent non-Canadians from buying significant amounts of prime agricultural and recreational land. However, the act does not discourage non-Canadian investors who wish to come to Alberta to invest in or build new manufacturing plants, processing operations, recreational developments or home subdivisions, or expand existing developments.
Business Corporations Act	Provides a mechanism for businesses to incorporate a company, register records, change a corporate name, file annual returns and list directors and shareholders of a company as well as obtain a corporate seal.
Cemeteries Act	Regulates the disposition of human remains, ensures cemeteries meet requirements of local authorities and protects consumers who invest in pre-need cemetery supplies and services and ensures there are endowment funds for care of the cemetery.
Cemetery Companies Act	Provides authority to allow seven or more people to form a company for the purpose of establishing one or more public cemeteries as well as establishing the method of forming a cemetery company and the operating rules.
Change of Name Act	Provides the eligibility to change one's name and a process to register a name change.
Charitable Fund-raising Act	Sets standards for charitable organizations and professional fund-raisers when soliciting contributions and helps protect the public from fraudulent, misleading or confusing solicitations.
Companies Act	Allows companies with objectives other than the acquisition of gain to incorporate.
Condominium Property Act	Provides the legislative framework for the creation and operation of any form of condominium, including residential and commercial. This act applies to those who develop, invest in or own condominium projects.
Co-operative Associations Act	Provides the legal framework for persons wishing to associate for any co-operative venture.
Cooperatives Act	Repeals and replaces the *Co-operative Associations Act* to meet the needs of the cooperative sector in general, provide for specialized cooperatives, including new generation cooperatives, and harmonize Alberta's legislation with federal and provincial cooperatives' legislation.

Act	Description
Debtors' Assistance Act	Establishes a Debtors' Assistance Board with powers to provide service, advice and non-financial assistance to debtors who are unable to meet their liabilities.
Dower Act	Grants dower rights to both the husband and the wife with respect to the disposition of the homestead. This includes the right of the surviving spouse to a life estate in the homestead as well as the personal property of the deceased married person.
Fair Trading Act	Enhances consumer protection through remedies, enforcement tools, and tougher penalties intended to discourage marketplace fraud. The act simplifies procedures for business and provides clearer standards to ensure a more level playing field. Through a number of associated regulations, the act defines the framework for fair and effective business practices for many areas of Alberta's marketplace.
Franchises Act	Governs the trading of franchises in Alberta to ensure a prospective purchaser has the necessary information to make an informed investment decision. The act also sets out the civil remedies to deal with breaches of the act.
Freedom of Information and Protection of Privacy Act	Sets out the parameters for obtaining access to records of public bodies, the exceptions to disclosure, third party intervention, and public health and safety over-ride. Also sets out the parameters for the collection, use, and disclosure of personal information and defines the powers of the Information and Privacy Commissioner and the process for handling complaints.
Funeral Services Act	Regulates the activities of funeral businesses and allows this regulation to be delegated to the Alberta Funeral Services Regulatory Board.
Garage keepers' Lien Act	Allows a garage keeper to register in the Personal Property Registry a lien against an owner's vehicle for repairs, parts, or storage for which he/she has not been paid.
Government Organization Act - Schedule 11, s.14	Provides that the Lieutenant Governor in Council to make regulations for management of departmental records, the establishment of programs for any matter involving the management of records, and defining and classifying records.
Government Organization Act - Schedule 12	Establishes a division of the government known as Alberta Registries and sets out the statutory functions of that division.
Government Organization Act - Schedule 13, s.2 & 3	Provides the Minister with authority to develop and implement policies, programs, services and administration procedures pertaining to consumer protection.
Land Titles Act	Provides the legal mechanism for registration of land-related documents and establishes priority between them. The government guarantees the land title and a fund is set to compensate people who have been deprived of an interest in land (e.g. by error of the Registrar, fraud, or forgery).
Law of Property Act	Provides legal principles for property such as contracts, conveyances, enforcement of mortgages and agreements for sale of land and minerals.
Marriage Act	Provides the legal authority to perform marriages (both religious and civil) as well as the legal requirements for issuing marriage licenses and certificates.

Description	Act
Deals with landlord and tenant issues relating to mobile home sites in Alberta, setting minimum standards of conduct for both landlords and tenants.	*Mobile Home Sites Tenancies Act*
Following certain restrictions, allows for regulations to be made prescribing fees for registration of public vehicles under the *Motor Vehicle Administration Act*.	Motor Transport Act *(s.15) shared with Transportation*
Provides that the owner of every motor vehicle shall in each year pay a fee in respect to that motor vehicle the amount prescribed by regulation before the vehicle can be registered.	*Motor Vehicle Accident Claims Act*, s. 2 & 3
Provides legal authority for persons associated in partnership for trading, manufacturing, contracting or mining proposed in Alberta. It also provides legal authority for individuals to file a trade name.	*Partnership Act*
Provides the legal mechanism for all registrations and searches in the Personal Property Registry including registrations authorized under other acts. It also regulates the relationship between secured parties and debtors when personal property is used as collateral to secure payment of a debt or performance of an obligation.	*Personal Property Security Act* (except Part 5)
Allows a person who has a particular lien for paying a debt on a chattel which the person has expended money, labour, or skill, to file a lien via the Personal Property Registry.	*Possessory Liens Act*
Provides for the creation of a Real Estate Council to set and enforce standards of conduct.	*Real Estate Act*
Establishes a mechanism by which a religious society or congregation may hold land (not in excess of 320 acres). It also ensures land dealings are done in accordance with the wishes of the congregation or religious society.	*Religious Societies' Land Act*
Provides a framework for residential landlord and tenant relations in Alberta, setting minimum standards of conduct for both landlords and tenants.	*Residential Tenancies Act*
Allows a society to incorporate for a non-profit purpose and file by-laws agreed on by the society for governance.	*Societies Act*
Co-ordinates the establishment and maintenance of a land-related information system network, a mapping system, and cartographic service.	*Surveys Act* s. 5(1)(d)& (2)(b)- shared with Environment
Provides for the legal registration of all Alberta births, stillbirths, deaths, marriages, and adoptions. Also provides for changes and corrections to the records, issuance of burial permits, certificates, copies, searches of records and compilation of a statistical report.	*Vital Statistics Act*
Establishes a mechanism for any person lawfully engaged in the business of storing goods as a bailee-for-hire to register a lien against the owner of those goods for non-payment of service.	*Warehousemen's Lien Act*
Provides a legal mechanism for any person entering into a contract for the purpose of obtaining timber or logs, by which it is necessary to employ workmen and labourers, to register a lien for non-payment of services.	*Woodmen's Lien Act*

Index of all Government Entities

Entities included in the Consolidated Government Reporting Entity

Ministry, Department, Fund or Agency	Ministry Annual Report
Agriculture Financial Services Corporation	Agriculture, Food and Rural Development
Alberta Alcohol and Drug Abuse Commission	Health and Wellness
Alberta Energy and Utilities Board	Energy
Alberta Foundation for the Arts	Community Development
Alberta Gaming and Liquor Commission	Gaming
Alberta Government Telephones Commission, The	Finance
Alberta Heritage Foundation for Medical Research Endowment Fund	Revenue
Alberta Heritage Savings Trust Fund	Revenue
Alberta Heritage Scholarship Fund	Revenue
Alberta Heritage Science and Engineering Research Endowment Fund	Revenue
Alberta Historical Resources Foundation, The	Community Development
Alberta Insurance Council	Finance
Alberta Municipal Financing Corporation	Finance
Alberta Pensions Administration Corporation	Finance
Alberta Petroleum Marketing Commission	Energy
Alberta Research Council Inc.	Innovation and Science
Alberta Risk Management Fund	Revenue
Alberta School Foundation Fund	Learning
Alberta Science and Research Authority	Innovation and Science
Alberta Securities Commission	Revenue
Alberta Social Housing Corporation	Seniors
Alberta Sport, Recreation, Parks and Wildlife Foundation	Community Development
Alberta Treasury Branches	Finance
ATB Investment Services Inc.	Finance
Child and Family Services Authorities:	Children's Services
Awasak Child and Family Services Authority	
Calgary Rocky View Child and Family Services Authority	
Child and Family Services Authority Region 13	
Child and Family Services Authority Region 14	
Diamond Willow Child and Family Services Authority	
Hearthstone Child and Family Services Authority	
Keystone Child and Family Services Authority	

Ministry, Department, Fund or Agency	Ministry Annual Report
Ma' Mowe Capital Region Child and Family Services Authority	
Metis Settlements Child and Family Services Authority	
Neegan Awas'sak Child and Family Services Authority	
Ribstone Child and Family Services Authority	
Sakaigun Asky Child and Family Services Authority	
Sakaw-Askiy Child and Family Services Authority	
Silver Birch Child and Family Services Authority	
Southeast Alberta Child and Family Services Authority	
Sun Country Child and Family Services Authority	
West Yellowhead Child and Family Services Authority	
Windsong Child and Family Services Authority	
Credit Union Deposit Guarantee Corporation	Finance
Crop Reinsurance Fund of Alberta	Agriculture, Food and Rural Development
Department of Agriculture, Food and Rural Development	Agriculture, Food and Rural Development
Department of Children's Services	Children's Services
Department of Community Development	Community Development
Department of Energy	Energy
Department of Finance	Finance
Department of Gaming	Gaming
Department of Health and Wellness	Health and Wellness
Department of Innovation and Science	Innovation and Science
Department of Learning	Learning
Department of Revenue	Revenue
Department of Seniors	Seniors
Department of Solicitor General	Solicitor General
Department of Sustainable Resource Development	Sustainable Resource Development
Environmental Protection and Enhancement Fund	Sustainable Resource Development
Gainers Inc.	Finance
Government House Foundation, The	Community Development
Historic Resources Fund	Community Development
Human Rights, Citizenship and Multiculturalism Education Fund	Community Development
iCore Inc.	Innovation and Science
Lottery Fund	Gaming
Ministry of Aboriginal Affairs and Northern Development[1]	Aboriginal Affairs and Northern Development
Ministry of Agriculture, Food and Rural Development	Agriculture, Food and Rural Development
Ministry of Children's Services	Children's Services
Ministry of Community Development	Community Development
Ministry of Economic Development[1]	Economic Development
Ministry of Energy	Energy
Ministry of Environment[1]	Environment
Ministry of Executive Council[1]	Executive Council
Ministry of Finance	Finance
Ministry of Gaming	Gaming

Entities included in the Consolidated Government Reporting Entity (cont'd)

Ministry, Department, Fund or Agency	Ministry Annual Report
Ministry of Government Services[1]	Government Services
Ministry of Health and Wellness	Health and Wellness
Ministry of Human Resources and Employment[1]	Human Resources and Employment
Ministry of Infrastructure[1]	Infrastructure
Ministry of Innovation and Science	Innovation and Science
Ministry of International and Intergovernmental Relations[1]	International and Intergovernmental Relations
Ministry of Justice[1]	Justice
Ministry of Learning	Learning
Ministry of Municipal Affairs[1]	Municipal Affairs
Ministry of Revenue	Revenue
Ministry of Seniors	Seniors
Ministry of Solicitor General	Solicitor General
Ministry of Sustainable Resource Development	Sustainable Resource Development
Ministry of Transportation[1]	Transportation
N.A. Properties (1994) Ltd.	Finance
Natural Resources Conservation Board	Sustainable Resource Development
Persons with Developmental Disabilities Boards:	Community Development
Calgary Region Community Board	
Central Region Community Board	
Edmonton Region Community Board	
Michener Centre Facility Board[2]	
Northeast Region Community Board	
Northwest Region Community Board	
Provincial Board	
South Region Community Board	
Provincial Judges and Masters in Chambers Reserve Fund	Finance
Supplementary Retirement Plan Reserve Fund	Finance
Victims of Crime Fund	Solicitor General
Wild Rose Foundation, The	Community Development

[1] Ministry includes only the department so separate department financial statements are not necessary.

[2] Dissolved July 23, 2001

Entities not included in the Consolidated Government Reporting Entity

Fund or Agency	Ministry Annual Report
Alberta Cancer Board	Health and Wellness
Alberta Foundation for Health Research	Innovation and Science
Alberta Heritage Foundation for Medical Research	Innovation and Science
Alberta Heritage Foundation for Science and Engineering Research	Innovation and Science
Alberta Mental Health Board	Health and Wellness
Alberta Teachers' Retirement Fund Board	Learning
Improvement Districts' Trust Account	Municipal Affairs
Local Authorities Pension Plan	Finance
Long-Term Disability Income Continuance Plan -Bargaining Unit	Human Resources and Employment
Long-Term Disability Income Continuance Plan -Management, Opted Out and Excluded	Human Resources and Employment
Management Employees Pension Plan	Finance
Provincial Judges and Masters in Chambers Pension Plan	Finance
Public Post Secondary Institutions	Learning
Public Service Management (Closed Membership) Pension Plan	Finance
Public Service Pension Plan	Finance
Regional Health Authorities	Health and Wellness
School Boards	Learning
Special Areas Trust Account, The	Municipal Affairs
Special Forces Pension Plan	Finance
Supplementary Retirement Plan for Provincial Judges and Masters in Chambers	Finance
Supplementary Retirement Plan for Public Service Managers	Finance
Workers' Compensation Board	Human Resources and Employment

Appendix

Government Services 2002-03 Performance Measure Results at a Glance

Goal	Measure	Results
Goal 1: Efficient licensing and registration services.	Client satisfaction with ministry Call Centre registry services.	• 87 per cent satisfaction rate. • Target of 80 per cent has been exceeded.
	Client satisfaction with: • Registry agents, • Registries On-Line services, • Land Title Offices.	Met or exceeded the 85 per cent target in most cases. • 92 per cent satisfaction rate for Registry Agents. • 88 per cent satisfaction rate for Registries On-Line. • 84 per cent satisfaction rate for Land Titles.
	Comparison of Alberta's fees to other jurisdictions.	Alberta's fees are below the targeted national average in most cases: • Vehicle registration renewal is 11 per cent below the national average. • Driver's licence renewal is within one per cent of the national average. • Land Titles registry fee is 83 per cent below the national average. • Collection agency licence is 33 per cent below the national average. • Prepaid contractor's licence results not available. • Direct sellers licence is 33 per cent below the national average.
Goal 2: Informed consumers and businesses and a high standard of marketplace conduct.	Client satisfaction with ministry Call Centre consumer services.	• 83 per cent satisfaction rate. • Target of 80 per cent has been exceeded.
	Client satisfaction with consumer investigative services.	• 77 per cent satisfaction rate. • Target will be re-established in 2003-06 business plan to reflect change in survey methodology.
	Reduction in telemarketing fraud attempts, victims and dollars lost.	• 49 per cent reduction for telemarketing fraud attempts, 71 per cent reduction for victims, 91 per cent reduction in dollars lost to telemarketing fraud. • Exceeded targeted reduction of 20 per cent.
	Client satisfaction with educational products.	• 87 per cent satisfaction rate. • Target will be established in 2003-06 business plan.

Goal	Measure	Results
Goal 3: Enable Albertans to access government.	Increase in information based services offered through the Web site.	• 591 additional services are available through the Service Alberta Web site. • Target of 50 additional services was exceeded.
	Increase in transaction based services.	• 22 additional transactional services are available through the Service Alberta Web site. • Target of 15 additional services was exceeded.
	Client satisfaction with various service channels.	• 97 per cent client satisfaction with access through Contact Centre. • 72 per cent client satisfaction with access through the Internet. • The results demonstrate progress toward the long-term goal of 90 per cent client satisfaction.
Goal 4: First class support services.	Client satisfaction with quality and level of service.	• 73 per cent customer satisfaction with service provided. • Target will be established in 2003-06 Business Plan.
	Gross operating savings achieved.	• $2.44 million in savings. • Target was $4.2 million in savings.
	Percentage of performance targets met.	• Results not available. • Target was 75 per cent of performance targets were met.
	Percentage of business processes reviewed and re-engineered (approximately 200 in total).	• Results not available. • Target was 75 per cent of processes reviewed and re-engineered.
Goal 5: Access to information and protection of privacy.	Percentage of FOIP requests completed within 60 days.	• 92 per cent of all FOIP requests completed in 60 days or less. • Target of 92 per cent was met.
	Percentage of FOIP requests handled without complaint.	• 92 per cent of all FOIP requests received were handled without complaint to the Office of the Information and Privacy Commissioner. • Results slightly below target of 95 per cent.
	Percentage of customers satisfied with the quality of services provided.	Results not available.

Goal 6: Simplified and reduced government regulations.	Percentage of pre-1996 government regulations reviewed.	• 1,159 of the 1,201 pre-1996 regulations have been reviewed:
		  • 467 re-enacted.
		  • 295 repealed.
		  • 255 exempted.
		  • 142 merged.
		  • 42 left to be reviewed.
		The regulations remaining are more complex, requiring resource commitments from other ministries.

	Percentage of Alberta Government Services' regulations reviewed as per expiry dates.	• Met target - all seven regulations for Alberta Government Services due to expire in 2002-03 were reviewed or exempted.

2002-03 Performance Measures Source and Methodology

Goal 1: Efficient licensing and registration services.

Percentage of ministry Call Centre clients who are "satisfied overall" with the quality of service provided to them.

A semi-annual telephone survey was conducted with registry-related callers to the Call Centre. Synovate, a private marketing research firm, was commissioned in 2002-03 to conduct this satisfaction research.

The survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied," four is "neutral" and seven is "extremely satisfied." Respondents were asked to rate their overall satisfaction with the services they received. A "satisfied" respondent is defined as providing a five, six, or seven on the seven-point scale, while "dissatisfied" is one, two, or three.

Registry Call Centre Satisfaction
Sample Sizes and Confidence Intervals

	2000-01	2001-02	2002-03
Sample Size	479	300	300
95% Confidence Interval	±4.5%	±5.7%	±5.7%

Source: 2000-01 / 2001-02 Canadian Facts, 2002-03 Synovate.

Results

87 per cent (key performance measure) satisfaction with the registry-related services provided. The target of 80 per cent has been exceeded.

Percentage of customers who are "satisfied overall" with services provided by:
- Registry agents
- Registries On-Line (ROL)
- Land Titles Office.

A comprehensive satisfaction survey of clients who accessed registration and licensing products was conducted. Synovate was commissioned in 2002-03 to complete satisfaction research, which builds on results from prior years for each service delivery channel (registry agents, ROL, Land Titles Office). Each of the three main channels has its own survey instrument and methodology.

Each survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied," four is "neutral" and seven is "extremely satisfied." Respondents were asked to rate their overall satisfaction with the services they received. A "satisfied" respondent is defined as providing a five, six, or seven on the seven-point scale, while "dissatisfied" is one, two, or three.

Registry agents: A quarterly telephone survey of Albertans (18 or older) who recalled visiting a registry agent office during the past year.

Registry Agent Satisfaction Sample Sizes and Confidence Intervals

	2000-01	2001-02	2002-03
Sample Size	500	501	503
95% Confidence Interval	±4.4%	±4.4%	±4.4%

Source: 2000-01 / 2001-02 Canadian Facts, 2002-03 Synovate.

Registries On-Line: A semi-annual self-completion survey with representatives from businesses that subscribe to ROL services.

ROL Satisfaction Sample Sizes and Confidence Intervals

	2000-01	2001-02	2002-03
Sample Size	309	300	311
95% Confidence Interval	±5.6%	±5.6%	±5.6%

Source: 2000-01 / 2001-02 Canadian Facts, 2002-03 Synovate.

Land Titles Office: A quarterly self-completion survey with representatives from businesses that have an account with the Land Titles Office.

Land Titles Office Satisfaction Sample Sizes and Confidence Intervals

	2000-01	2001-02	2002-03
Sample Size	309	273	344
95% Confidence Interval	±5.6%	±5.9%	±5.3%

Source: 2000-01 / 2001-02 Canadian Facts, 2002-03 Synovate.

Results

Results for this measure are:

- Registry agents: **92 per cent (key performance measure)** satisfaction with the service provided.
- Registries On-Line: **88 per cent (key performance measure)** satisfaction with the level of service.
- Land Titles Office: **84 per cent (key performance measure)** satisfaction with the registration process.

The target of 85 per cent for all channels has effectively been met.

Comparison of Alberta's fees to other jurisdictions on key motor vehicle fees (vehicle registration and driver's licence).

Registries staff contacted provincial government agencies across Canada to collect information on fees for vehicle registrations and driver's licences. To facilitate a reliable and meaningful comparative analysis, two key products were identified for the Motor Vehicles Registry: vehicle registration renewal and driver's licence renewal. These two products are the most common transactions, are available in a similar form in all Canadian jurisdictions, and are the most familiar to the general public.

Furthermore, since many jurisdictions use formulas (e.g. weight of a vehicle), these registrations were put into common scenarios to standardize them across all provinces.

- Vehicle registration: Fee associated with the renewal on a Ford Taurus sedan weighing 3,294 pounds in an urban area (service/administrative fees included).
- Driver's licence: The annual renewal fee to renew a driver's licence with no demerits, based on a standard five year renewal (service/administrative fees included).

Results

The results of the fee comparison indicated the target has been met as Alberta's fees for these products are competitive with national standards:

- The vehicle registration fee in Alberta is **11 per cent (key performance measure)** below the national average.
- The driver's licence renewal fee is within **1 per cent (key performance measure)** of the national average.

Comparison of Alberta's fees to other jurisdictions on registration costs associated with purchasing a $150,000 house with a $140,000 mortgage.

Ministry staff contacted provincial government agencies that use the Torrens System to define land ownership. Under the Torrens System, an interest in land must be duly registered with a central registry maintained by the provincial government and all registrations in the land registry are backed by the provincial government. In addition to Alberta, six other provinces and territories use this system: British Columbia, Saskatchewan, Manitoba, Ontario, Northwest Territories, and Nunavut.

To facilitate a reliable and meaningful comparative analysis, the following key products were identified for the Land Titles Registry:

- Transfer of title
- Registration of mortgage
- Registration of caveat
- Discharge of caveat (from previous owner)
- Discharge of mortgage (from previous owner)

These five products are typically required when Albertans wish to purchase a home. In some jurisdictions, a land transfer tax is also included as part of registering the transfer of a title. Where applicable, this tax was also included in the analysis in order to represent an appropriate end cost to consumers.

Furthermore, since some of the products employ formulas, these registrations were put into a common scenario to standardize them across all provinces. Specifically, all applicable provincial government fees associated with purchasing a $150,000 home, with a mortgage of $140,000, have been included.

Results

The Alberta cost for this service (sum of all five products) is $133. At **83 per cent below (key performance measure)** the national average, the target has been met, as Alberta's fees are indeed competitive with national standards.

Comparison of Alberta's fees to other jurisdictions on:

- Collection agency licence,
- Prepaid contractor's licence, and
- Direct selling licence.

Consumer Services staff either contacted provincial and territorial government agencies across Canada or visited their respective Web sites to collect information on the fees charged for various business licences. It is important to note that Alberta charges a single competitive flat fee for each licence being compared. To ensure a meaningful comparison, the following assumptions were made:

Collection agency licence

- Comparisons were made against the minimum business fee charged in the province or territory for either a new licence or a renewal, whichever was lower, regardless of company size.

Prepaid contractor's licence

- Results not available.

Direct sellers

- Comparisons were made against the minimum fee charged to sole proprietors, partnerships, or corporations excluding additional charges for branches or satellite offices.

Results

- The collection agency licence fee in Alberta is **33 per cent below (key performance measure)** the national average.
- The direct selling licence fee in Alberta is **33 per cent below (key performance measure)** the national average.

Both fees are therefore competitive with the national average.

Goal 2: Informed consumers and businesses, and a high standard of marketplace conduct.

Percentage of ministry Call Centre clients who are "satisfied overall" with the quality of service provided to them.

A semi-annual telephone survey was conducted with consumer-related callers to the Call Centre. Synovate, a private marketing research firm, was commissioned in 2002-03 to conduct satisfaction research.

The survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied," four is "neutral" and seven is "extremely satisfied." Respondents were asked to rate their overall satisfaction with the services they received. A "satisfied" respondent is defined as providing a five, six, or seven on the seven-point scale, while "dissatisfied" is one, two, or three.

Consumer Call Centre Satisfaction Sample Sizes and Confidence Intervals

	2000-01	2001-02	2002-03
Sample Size	520	332	301
95% Confidence Interval	±4.3%	±5.4%	±5.6%

Source: 2000-01 / 2001-02 Canadian Facts, 2002-03 Synovate.

Results

83 per cent (key performance measure) of respondents are satisfied with the consumer-related service provided by the ministry Call Centre. The target of 80 per cent satisfaction was exceeded.

Percentage of clients who are "satisfied overall" with the quality of investigative services provided to them.

A random, semi-annual telephone survey was conducted with clients of the Consumers Investigations Unit whose investigation file had been closed. Synovate, a national marketing research firm, was commissioned to conduct satisfaction research.

The 2002-03 survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied," four is "neutral" and seven is "extremely satisfied." Respondents were asked to rate their overall satisfaction with how their case was handled. A "satisfied" respondent is defined as providing either a five, six, or seven on the seven-point scale, while "dissatisfied" is one, two, or three.

Satisfaction with Investigation Sample Sizes and Confidence Intervals

	2000-01	2001-02	2002-03
Sample Size	390	397	400
95% Confidence Interval	±4.9%	±4.9%	±4.9%

Source: 2000-01 / 2001-02 Marktrend Research, 2002-03 Synovate.

Results

77 per cent (key performance measure) of respondents were satisfied with how their investigation was handled.

Note: The survey scale was modified in 2002-03 (to a seven-point scale from a five-point) as a result of the ministry's efforts to standardize the survey methodology employed for all measures. The use of a single well-balanced (seven-point) scale along with closed-ended survey questions provides a clearer understanding of client satisfaction.

In 2001-02, those respondents who reported "don't know" were excluded from the results and analysis. For 2002-03, those respondents who reported "don't know" were included in the results and analysis as the comparability of results had already been challenged by the scale change.

Extent of telemarketing fraud as measured by:

- Number of fraud attempts by telemarketing organizations,
- Number of telemarketing fraud victims, and
- Amount of dollars lost by clients to telemarketing fraud.

The data for this performance measure is collected by PhoneBusters, a national organization established in 1993 following a federal/provincial/territorial review that examined the increasing problem of telemarketing fraud. Its key mandate is to combat telemarketing fraud and prosecute key individuals involved in telemarketing fraud. PhoneBusters operates a national call centre that collects information on telemarketing complaints throughout Canada and disseminates this information to the appropriate enforcement agencies.

PhoneBusters data on telemarketing fraud is a valuable tool in evaluating the success of efforts to prevent telemarketing fraud. Based on annual statistical data (collected by calendar year) identifying the number of fraud attempts, the number of victims and the amount of losses reported, the ministry can directly assess the severity of the problem in Alberta.

Results

The target has been far exceeded as telemarketing fraud attempts, victims, and dollars lost have decreased by more than **20 per cent (key performance measure)** compared to last year.

Note: The data used in this analysis was taken from the PhoneBusters' Web site as of July 4, 2003. Because PhoneBusters updates their information as they uncover new telemarketing fraud operations, there are some minor modifications to previously reported results for prior years.

Percentage of clients receiving consumer tip sheets who are "satisfied" with the overall quality of the information.

A semi-annual telephone survey was conducted with callers who contacted the Government Services Call Centre and received a consumer tip sheet. A private marketing research firm, Synovate, was commissioned to conduct 2002-03 satisfaction research.

The 2002-03 survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied," four is "neutral" and seven is "extremely satisfied". Respondents were asked to rate their overall satisfaction with the tip sheet they received. A "satisfied" respondent is defined as providing a five, six, or seven on the seven-point scale, while "dissatisfied" is one, two, or three.

Tip Sheet Satisfaction Sample Sizes and Confidence Intervals

	2001-02	2002-03
Sample Size	150	301
95% Confidence Interval	±8.0%	±5.6%

Source: 2001-02 Canadian Facts, 2002-03 Synovate.

Results

87 per cent (key performance measure) of respondents indicated satisfaction with tip sheets. (Baseline results.)

Note: The survey scale was changed in 2002-03 to a seven-point scale from a five-point. Prior (2001-02) results are therefore not statistically comparable. Additionally, the research conducted in 2001-02 was based on a sample size of 150 compared to 301 in 2002-03.

Goal 3: A service delivery environment that enables Albertans to access government information and services in a manner of their choice.

Number of additional information-based services offered to citizens and businesses through Service Alberta.

Information-based services are defined as a service description record (SDR):

> *A service description or publication record which describes the service or information available to Albertans and provides a link to the ministry Web page that contains the information, service, or group of services.*

A listing of SDRs available through the Service Alberta Web site as of March 25, 2003 was counted. Service Alberta staff, to ensure that duplicate SDRs and provincial transactional services are excluded, validated the list. For this analysis, the increase in total information services available is compared.

2001-02 results are based on the listing of SDRs, as of April 2002.

Results

There were **591 more (key performance measure)** services available in 2002-03. This exceeded the target of 50 additional services. This includes services from other levels of government (e.g., federal or municipal).

Note: This measure is not included in the 2003-06 Business Plan as the main objective has been achieved, in that most ministry information is now included in Service Alberta. Work will continue with ministries to ensure new information is added, but an appreciable increase in the volume of information services is not expected.

Number of additional transactional services offered to citizens and businesses through Service Alberta.

Transactional services are defined as allowing some form of interaction between the online service and Albertans to:

- Retrieve information based on variables they enter on the system (e.g., location data).
- Apply for a service, pay for a service, check the status of a service, and/or receive notification of approval/denial of a service (e.g., application for funding, employment application).
- Order documents or publications online.

A listing of transactional services available through the Service Alberta Web site as of March 25, 2003 was counted. Service Alberta staff, to ensure that only provincial transactional services are included, validated the list. For this analysis, the increase in total transactional services available is compared.

2001-02 results are based on the listing of transactional services, as of April 2002.

Results

22 additional (key performance measure) transactional services were available in 2002-03. This exceeded the target of 15 additional services.

Percentage of Albertans accessing services through Service Alberta have a positive experience.

In order to assess satisfaction with Internet access, a random telephone survey of 1,201 Albertans was conducted in February and March, 2003. Research Innovations, an independent research contractor, was commissioned to conduct satisfaction research. 151 respondents reported accessing government services or information through the Internet.

The survey employs a seven-point satisfaction scale, where one is "very dissatisfied," four is "neutral" and seven is "very satisfied." Respondents were asked to rate their overall satisfaction with the service or information they received. A "satisfied" respondent is defined as providing a five, six, or seven on the seven-point scale, while "dissatisfied" is one, two, or three.

Satisfaction with Service or Information Received through the Internet Sample Size and Confidence Interval

	2002-03
Sample Size	151
95% Confidence Interval	±8.0%

Source: 2002-03 Research Innovations Inc.

The Alberta Public Affairs Bureau measured caller satisfaction with the Service Alberta Contact Centre (formerly the RITE Centre) and their access to government by telephone.

2002-03 results reflect the responses of 354 system users during telephone interviews conducted between April 7 and 28, 2003. Those surveyed were selected from a total respondent list of 582 names, which was compiled in March and April, when users were asked if they would participate in a satisfaction survey. The Bureau compiled the surveys internally.

The results reflect the average of multiple questions. Respondents were asked to choose from "very satisfied," "generally satisfied," "not very satisfied" or "not at all satisfied." A "satisfied" respondent is defined as providing a "very satisfied" or "generally satisfied" rating. "Doesn't apply" and no response replies are not included in the analysis.

Results

Results are provided for two channels of access:

- **97 per cent (key performance measure)** of respondents were satisfied with their experience accessing the Service Alberta Contact Centre.
- **72 per cent (key performance measure)** of respondents reported satisfaction with the service or information they received through the Internet.

Access through the contact centre exceeded the long term target of 90 per cent, however, access through the Internet demonstrated good progress toward the long-term target.

Goal 4: First class support services delivered to the Government of Alberta.

Percentage of customers satisfied overall with services.

An independent contractor conducted a random, annual e-mail/telephone survey targeted at customers receiving services from Alberta Corporate Service Centre (ACSC). The sample of customers was pulled from the Government of Alberta database. Satisfaction was measured using an anchored five-point scale where one is "very satisfied," three is "neither satisfied nor dissatisfied" and five is "very dissatisfied."

The total sample for the survey was 760 interviews, providing results that are accurate to within ± 5 per cent, at a 95 per cent confidence level.

Results

73 per cent (key performance measure) of customers surveyed were satisfied or very satisfied with the services received. Another 15 per cent indicated they were neither satisfied nor dissatisfied.

Projected gross operating savings are achieved.

Documentation of data in support of the savings varies with each initiative and includes some estimates. Cost savings categories include rationalization of services, consolidation of purchases, renegotiation of services and streamlining and redesign of processes.

Results

$2.44 million (key performance measure) in savings were reported as a result of specific initiatives.

Percentage of performance targets in service level agreements are met.

Results not available for this measure.

Percentage of business processes reviewed and re-engineered (approximately 200 in total).

Results not available for this meaure. It has also been removed from the 2003-06 Business Plan.

Goal 5: Effective access to information and protection of privacy.

Percentage of FOIP requests completed by government public bodies within 60 days or less.

All 77 public bodies, including ministries, Executive Council, the Legislative Assembly Office, Office of the Auditor General, the Ombudsman, the Chief Electoral Officer, the Ethics Commissioner, the Information and Privacy Commissioner and agencies, boards, and commissions designated in the FOIP Regulation submitted a quarterly statistical report of their FOIP requests for 2002-03.

The public bodies track FOIP requests manually, or use the FOIP Request Tracking System. Ministry staff verify the quarterly statistical reports to ensure that the reports balance and are consistent with the previously submitted reports. The number of requests reported as completed in "30 days or under" and "31 to 60 days" are combined and reported against the total number of requests completed.

Results

92 per cent (key performance measure) of FOIP requests were completed within 60 days.

Percentage of FOIP requests handled without complaint to the Information and Privacy Commissioner.

The Office of the Information Privacy Commissioner uses a tracking system to log all complaints that are received by the Commissioner's Office under sections 65 and 53(2) of the FOIP Act. Public bodies track FOIP requests manually, or use the FOIP Request Tracking System. Ministry staff verify the quarterly statistical reports to ensure that the reports balance and are consistent with previously submitted reports. The number of requests received are combined and reported against complaints received by the Commissioner's Office.

Results

92 per cent (key performance measure) of FOIP request have been handled without complaint, which is slightly less than the target of 95 per cent.

Percentage of customers satisfied with the quality of services provided.

Results not available for this measure.

Goal 6: Government regulations are simplified and reduced.

The Regulatory Review Secretariat maintains a status report on all government regulations to be reviewed. The report tracks progress on the review and subsequent re-enactment with an expiry date, re-enactment without an expiry date, repeal, exemption, or merger of regulations. It is important to note that the Status Report is not weighted to reflect the varying efforts required to review each regulation. Rather, it represents strictly an accounting of the current state of the review of regulations in existence before 1996.

Percentage of government regulations in existence prior to January 1st, 1996 that are reviewed.

Results

97 per cent (key performance measure) of the pre-1996 regulations have been reviewed.

The ministry's legislative planning staff maintain a listing of the ministry's regulations and their current status. This listing is compared to the log maintained by the Regulatory Review Secretariat for cross-referencing and to support the identification of expiring regulations requiring review.

Percentage of ministry's regulations that are reviewed as per expiry dates.

Results

The **seven regulations (key performance measure)** requiring review were completed before their expiry dates.

Readership Survey

Thank you for reading the 2002-03 Annual Report for Alberta Government Services. We hope that you will take a few minutes to complete this readership survey. We are committed to continuous improvement and excellence, and welcome your feedback and suggestions.

Instructions: Please read each question carefully and circle the rating that best describes your response. If you require more space for your response, please use a separate piece of paper and identify the corresponding question clearly. If you have any questions, or require further clarification, please call Scott Beeby at (780) 427-4124.

If you would like to be contacted regarding your feedback, please provide your information below.

Name:

Organization:

Telephone Number:

1. **Having reviewed and read through the 2002-03 Annual Report for Alberta Government Services**, how would you rate it overall on the following characteristics? Using a scale of one to seven, where ONE is STRONGLY DISAGREE, FOUR is NEUTRAL, and SEVEN is STRONGLY AGREE, do you agree that... *(Please circle only one rating number for each statement.)*

	Strongly Disagree			Neutral			Strongly Agree
I learned something new about the ministry by reading this report	1	2	3	4	5	6	7
This annual report is easy to read	1	2	3	4	5	6	7
This annual report was informative and useful to me	1	2	3	4	5	6	7
The report has an appealing format/look	1	2	3	4	5	6	7
I can easily find information that I am looking for	1	2	3	4	5	6	7
I plan on using this annual report as a reference	1	2	3	4	5	6	7
Overall, this annual report meets my needs as a reader	1	2	3	4	5	6	7

2. What areas or features did you like the most about this annual report?

3. What areas or features would you recommend for further improvement?

Please tear out this survey and fax it to (780) 427-0307 *or mail it to:*

Alberta Government Services
Business and Financial Planning
13th Floor, Commerce Place
10155-102 Street Edmonton, Alberta T5J 4L4

Thank you for completing this survey! Your answers will be very helpful.

Alberta
GOVERNMENT SERVICES

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